



Workforce Florida
Annual Report
Program Year
2002-2003

December 1, 2003

www.workforceflorida.com

Dear Workforce Partners:

Fiscal year 2002-2003 is the third year of implementing Florida's pivotal workforce legislation, the Workforce Innovation Act of 2000. The challenges and changes Florida has experienced during these past several years have truly tested Florida's "new" approach to workforce development.

Governor Bush has not missed an opportunity to face these new challenges head-on and seek out innovative responses. These responses have enabled Florida to be among our nation's leading states in economic growth and prosperity.

Special thanks to my fellow Workforce Florida Board members, our regional boards, Agency for Workforce Innovation and partners throughout Florida for their creativity, diligence and team work deployed to keep our state strong and competitive. This year Workforce Florida committed over \$27 million to special training initiatives in key targeted industries and critical worker shortage areas. By partnering with both the public and the private sector, the state's investment was leveraged to over \$300 million for training our workforce.



Governor Bush understands the need for partnerships and coordination as evidenced in his unprecedented call for a unified strategic plan for Florida. The Governor charged Secretary of State Glenda Hood, Agency for Workforce Innovation Director Susan Pareigis and Enterprise Florida President & CEO Darrell Kelley to conduct a series of regional workshops throughout Florida to bring together business, community, government, economic and workforce development leaders to jointly identify priorities and action steps to strengthen and diversify Florida's economy. The resulting unified strategic plan will be available in January 2004.

Lt. Governor Toni Jennings, Workforce Florida's first Board Chair, also understands the need for partnerships and open dialog. She convened a series of roundtable meetings with business leaders throughout the state earlier this year to learn about their concerns and issues and to hear their ideas for new strategies and goals to further diversify and foster the growth of Florida's economy.

As you review the highlights of this year's accomplishments, note the theme of partnerships throughout: partnerships with other state entities/agencies, partnerships between workforce and economic development organizations, and partnerships with training providers and employers. These partnerships are what make Florida strong, flexible and responsive to the needs of our workforce and our businesses.

With Warmest Regards,

A handwritten signature in black ink that reads "Ray Gilley". The signature is fluid and cursive, with the first name "Ray" being particularly prominent.

Raymond Gilley, Chairman
Workforce Florida Board of Directors

WORKFORCE FLORIDA 2002-2003 ANNUAL REPORT

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WORKFORCE FLORIDA

2002-2003 ANNUAL REPORT

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Introduction: Governance and Service Delivery Structures under the Workforce Investment Act (WIA)

Florida's workforce system has been crafted to comprehensively incorporate all workforce-related services, traditional federally funded employment and training, welfare reform, and specialized state-funded programs. The broad structure and details of the primary non-federal programs are provided in separate year-end reports. Florida's Workforce Innovation Act was expressly drafted to be compatible with and build upon the provisions of the federal Workforce Investment Act (WIA), and the more traditional workforce programs funded through the U.S. Department of Labor.

This report provides the performance outcome data and other information required to be reported by federal WIA law covering services and programs funded through WIA, Wagner-Peyser and related programs under the jurisdiction of the U.S. Department of Labor. In Florida the primary roles in WIA-related governance and service delivery were as follows during the 2002-2003 Program Year:

- Workforce Investment Board (WIA Section 111): Workforce Florida Inc., (WFI) Governor Jeb Bush, Chairman Ray Gilley, President Curtis Austin (<http://www.workforceflorida.com/wages/wfi/about>)
- State-level Administrative/Fiscal Agency (WIA Sections 132, 303, etc.): Agency for Workforce Innovation (AWI), Director Susan Pareigis (<http://www.floridajobs.com>)
- Local Workforce Investment Boards (WIA Section 116): Florida's 24 Regional Workforce Boards (RWBs), as shown on the attached map and at <http://www.workforceflorida.com/wages/wfi/boards/index.html>
- One Stop Delivery System (WIA Section 134): Florida's network of One-Stop Operators and Centers at <http://floridajobs.org/onestop/onestopdir.index.htm>

State Workforce Performance

Background

Section 136 of the Federal Workforce Investment Act (WIA) identifies core indicators of performance for the adult, dislocated worker, and youth programs. Fifteen core measures apply to outcomes for the adult, dislocated worker, and youth programs; and two measures of customer satisfaction apply across these three programs, bringing the total number of required measures to seventeen. These measures are as follows (definitions for each can be found in Appendix Table 2 or at <http://www.workforceflorida.com/wages/wfi/news/red-green/definitions.doc>):

Adults

1. Entry into unsubsidized employment;
2. Retention in unsubsidized employment six months after entry into employment;
3. Earnings change six months after entry into employment;
4. Credential attainment

Dislocated Worker

5. Entry into unsubsidized employment;
6. Retention in unsubsidized employment six months after entry into employment;
7. Earnings replacement six months after entry into employment;
8. Credential attainment

Older Youth (aged 19-21)

9. Entry into unsubsidized employment;
10. Retention in unsubsidized employment six months after entry into employment;
11. Earnings change six months after entry into employment;
12. Credential attainment

Younger Youth (aged 14-18)

13. Attainment of secondary school diplomas and their recognized equivalents;
14. Attainment of goals and skills;
15. Retention in unsubsidized employment six months after entry into employment;

All Programs

16. Customer satisfaction for individuals;
17. Customer satisfaction for employers.

In accordance with the WIA, each of these measures is broken out into sub-categories to track special populations and target groups. The adult and dislocated worker programs listed above also provide three levels of service: Core, Intensive and Training services. Reports must be compiled detailing each level of service, breaking out special populations within each service level such as Displaced Homemakers, Individuals with Disabilities, Out of School Youth, persons on Public Assistance, etc.

Table 1 presents the total number of participants and exiters leaving the WIA program during the 2002-2003 Program Year.

Table 1
2002-2003 WIA Participants/Exiters

WIA Program	Total Participants Served	Total Exiters
Adults	19,595	11,752
Dislocated Workers	22,195	13,418
Older Youth	3,420	1,431
Younger Youth	14,697	6,534

The number of customers served in each program during 2002-2003 decreased over the prior year. A total of 59,907 customers were served during the year in all programs as compared to 71,372 customers for the preceding year.

Reporting Time Periods

Federal guidelines require two differing time periods for the 17 WIA core measures. The first reporting period is comprised of three calendar quarters of the 2001-2002 WIA Program Year and the first calendar quarter of the 2002-2003 WIA Program Year – four quarters beginning 10/1/01 and ending 9/30/02. This delayed year is required so that follow-up data from Unemployment Insurance (UI) Wage Reports can be collected on participants six months after exit. Thirteen performance measures (numbers 1 through 12 and 15 on the key above) are reported using this reporting period. Four measures are reported using data from the actual 2002-2003 WIA Program Year – four quarters beginning 7/1/02 and ending 6/30/03. These measures report real-time data elements that do not require a follow-up period. The four measures (note key above) are numbers 13, 14, 16 and 17.

Core Measures

Pursuant to the Workforce Investment Act, all states submitting a state plan must propose expected levels of performance for each of the seventeen measures, or core measures. Federal guidelines describe core measures as the key measures of success in achieving the legislative goals of WIA. The measures are used to:

- set performance goals at the State and local level;
- ensure comparability of state performance results to maintain objectivity in measuring results for incentive and sanction determinations;
- provide information for system wide reporting and evaluation for program improvement.

The proposed levels of performance are developed with the use of baseline data produced in accordance with federal instructions. As part of the state plan review process, the Secretary of the United States Department of Labor (USDOL) and the Governor must negotiate an agreement on the levels of performance or goals for each core measure.

Data on core measures is collected from Florida’s MIS system, UI Wage Records, and from the Wage Record Information System (WRIS). The MIS system gathers exit

information on participants, and covers the real-time data elements referenced above. UI Wage records contain information such as wage and retention information after exit. The WRIS system is a database consisting of 20 states' records for wages and employment, etc. WRIS records supplement Florida's UI data to paint a clearer picture of participant outcomes.

Table 2 below displays Florida's negotiated rate for each of the seventeen required measures along with the actual statewide outcomes achieved. Federal policy requires states to achieve at least 80% of the negotiated goal. The eighty-percent criterion is shown in parentheses.

Table 2
State WIA Performance Measures

WIA CORE MEASURE	NEGOTIATED GOAL (80% of Goal)	ACTUAL PERFORMANCE	DIFFERENCE COMPARED TO 80% OF GOAL
Adult Entered Employment Rate	66.0% (52.8%)	67.74%	+14.94
Adult Employment Retention Rate	80.0% (64.0%)	82.39%	+18.39
Adult Earnings Gain	\$3,500 (\$2,800)	\$3,308	+\$508
Adult Credential Attainment	42.0% (33.6%)	48.62%	+15.02
Dislocated Worker Entered Employment Rate	67.0% (53.6%)	76.59%	+22.99
Dislocated Worker Employment Retention Rate	81.0% (64.8%)	87.31%	+22.51
Dislocated Worker Earnings Replacement Rate	94.0% (75.2%)	90.57%	+15.37
Dislocated Worker Credential Attainment	42.0% (33.6%)	46.77%	+13.17
Older Youth (19-21) Entered Employment Rate	63.0% (50.4%)	64.59%	+14.19
Older Youth (19-21) Employment Retention Rate	81.0% (64.8%)	79.52%	+14.72
Older Youth (19-21) Earnings Gain	\$3,200 (\$2560)	\$2,792	+\$232
Older Youth (19-21) Credential Attainment	31.0% (24.8%)	36.60%	+11.80
Younger Youth (14-18) Skill Attainment Rate	63.0% (50.4%)	69.88%	+19.48
Younger Youth (14-18) Diploma Attainment Rate	40.0% (32.0%)	46.14%	+14.14
Younger Youth (14-18) Retention Rate	40.0% (32.0%)	58.90%	+26.90
Customer Satisfaction-Individuals	71.0 (56.8)	75.80	+19.00
Customer Satisfaction-Employers	71.0 (56.8)	78.34	+21.54

As the above table indicates, Florida 2002-2003 performance exceeded the federal criterion of 80% of goal for each of the core measures. Compared with 2001 Program Year outcomes PY 2002 results generally decreased. However, Employer Customer Satisfaction increased by over 4 percentage points over the prior year. Further, the Younger Youth Retention Rate rose by 7.1 percentage points and the Older Youth Credential Attainment Rate rose by 7.7 percentage points over the prior year.

Non-Traditional Employment, Training-Related Employment

The WIA also mandates that states report on placement of participants in non-traditional employment and training-related employment. Training-related employment is employment in which the individual uses a substantial portion of the skills taught in the training received by the individual. Nontraditional employment is employment in an occupation or field of work for which individuals of the participant’s gender comprise less than 25% of the individuals employed in such occupation or field of work. Charts 1 and 2 provide a brief overview of participants for the Adult, Dislocated Worker (DW) and Older Youth (OY) components.

Chart 1

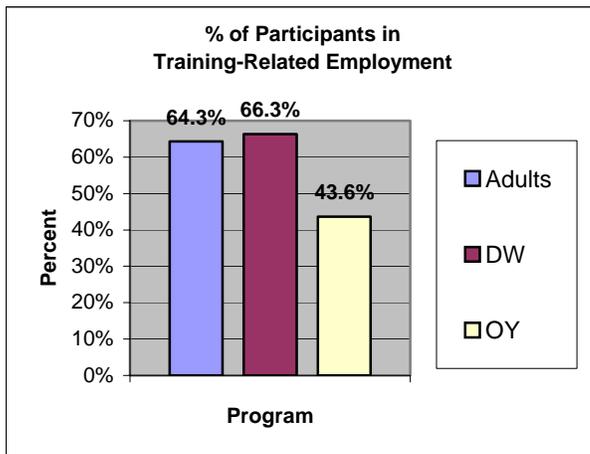
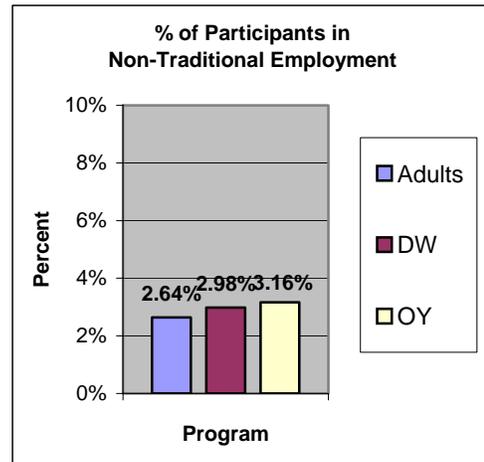


Chart 2

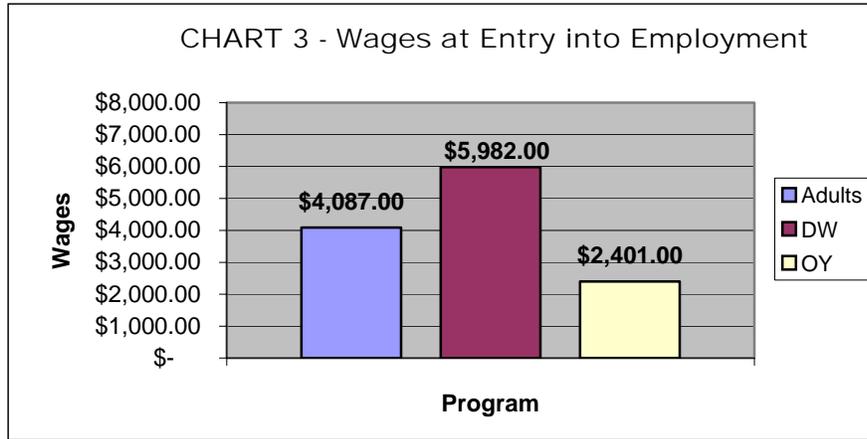


Since information on these graphs is collected after participants leave the system, data is taken from UI (Unemployment Insurance) Wage Reports. Chart 1 shows that more than 64% of adults became employed in training-related jobs, while the percentage of dislocated workers that found training-related jobs is even greater. Chart 2 indicates that the percentage that found employment in non-traditional employment is comparable for all three groups, ranging from 2.64% for adults to 3.16% for older youth.

Wages at Entry into Employment

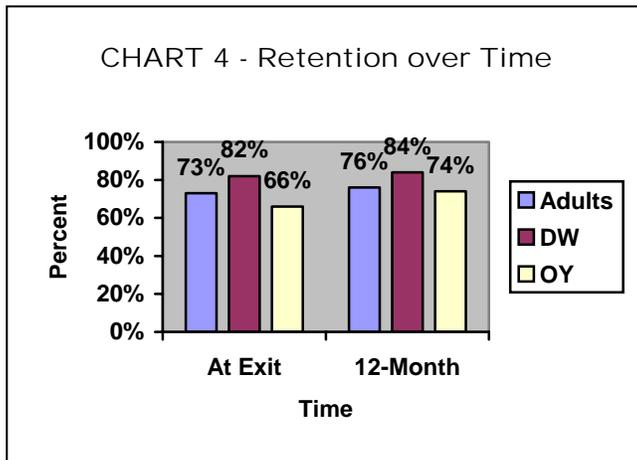
The WIA requires that states track participants to determine their wage at entry into employment. Again, Florida uses UI (Unemployment Insurance) Wage Reports to track former participants after exit. Chart 3 (below) displays the quarterly earnings that each group - Adults, Dislocated Workers and Older Youth - attained after exit.

Dislocated Worker earnings are well above Adults earnings, while Older Youth earnings are understandably lower. Dislocated Worker earnings are significantly higher because they already have skills many employers desire.



12-Month Retention and Earnings Change

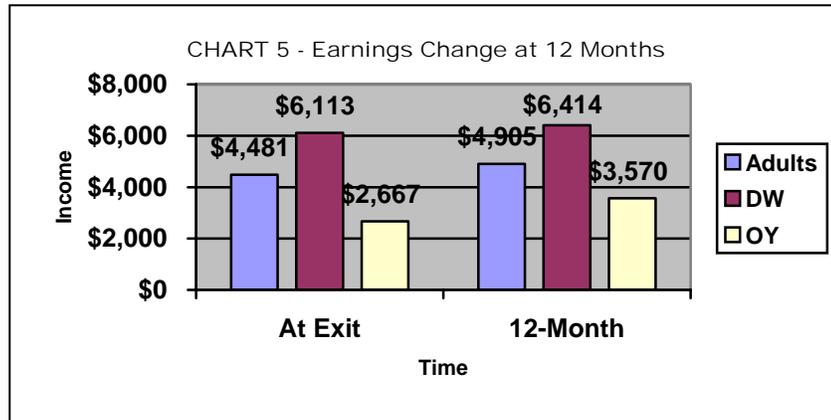
These measures take a look at individuals who exited more than one year ago, and tracks their retention in unsubsidized employment and the wages they garner in those jobs. Chart 4 displays the trend of individuals as they hold employment over time. 12-month figures are taken from the percentage at exit (for adults, 73% had a job at exit, 75% of those still had a job at 12 months).



Since a primary goal of the WIA is to promote self-sufficiency for its participants, income of participants after they receive employment is also tracked. The Earnings Change/ Earnings Replacement measure uses the same UI data to track former

participants after they exit. Figures for earnings are reported by quarter, not annual increments.

Chart 5 shows the average income for each group at 12 months compared to at their earnings at entered employment.



Participant data is not available for hourly wages only for total income garnered during the quarters.

State-Level Discretionary Funding

The Workforce Florida Board of Directors has dedicated Title I funding to state administration to induce, design, develop, and fund innovative Individual Training Account pilots, demonstrations, and special programs. Of these state level funds, \$2 million was reserved for the Incumbent Worker Training Program. Additionally, the Workforce Florida Board directed funding for operating fiscal, compliance, and management accountability systems through Workforce Florida; conducting evaluation and research on workforce development activities; and providing technical and capacity building assistance to regions.

Disbursement of these funds was handled under three separate conditions. One, through contracts with various vendors to produce analysis data, follow-up reports, or provide demographic economic conditions in the state. Secondly, funds were disbursed through grants to regional workforce boards to provide innovative pilot projects to reach certain targeted populations such as youth, incumbent workers, etc. Finally, funds were disbursed for regional workforce board performance incentives based on the state short-term and federal core measures

All request for proposals included stipulations for leveraging of funds from private business, community-based organizations and/or partnering with area agencies to encourage and produce greatest outcomes for the least funding. In addition, the evaluation process for the RFPs included additional allowance for proposals that specifically addressed special needs or that focused projects within empowerment zones or enterprise zones. As a result of these efforts, Florida has been successful in funding many projects to meet local needs and created many agency and community based partnerships within the state to carry on these activities geared to creating an effective workforce. Various workforce development strategies funded from state-level discretionary funds during the year include:

- **Performance Incentives** – Awards were made to high performing regional workforce boards based on the state short-term and federal core measures.
- **Youth** – The provision of youth mentoring, internship, job experience and job placement services.
- **Employer Services** – support for the state’s regional workforce boards in planning and conducting business outreach efforts; the provision labor market information; and efforts to increase organizational tolerance and diverse cultures in the workplace.
- **Targeted Industry Sector** – the provision of skills upgrade training to incumbent workers and several employed worker initiatives in targeted industry sectors.
- **Measuring progress** – Projects and contracts that contributed to the ability to measure progress and evaluate the workforce system, which included contracts

with the Florida Information and Placement Information Program (FETPIP) for placement data and a contract with Brandt Information Systems to provide the mandated customer satisfaction phone survey of employers and participants.

- **Biotechnology** – the provision of curricula development and internet web-based design modules for entry level occupations in the biotechnology industry.
- **Aerospace** – a survey to assess businesses’ needs for the development of programs to support the aerospace industry.

In addition to the use of 15% WIA discretionary funds as described here, Florida also used Temporary Assistance to Needy Families (TANF) funds for similar pilots, performance measurement and incentives.

Some of these initiatives were brought forward from the prior fiscal year; and these will continue into fiscal year 2003-2004, while some have concluded. A more complete listing the 2002-2003 uses of WIA discretionary funds is available in Appendix Table 3. For complete descriptions of all special initiatives see the section of this report entitled “Workforce Florida Activities and Accomplishments.”

Rapid Response Funding for Regional Workforce Boards

The Federal Workforce Investment Act (WIA) of 1998 requires that up to 25 percent of the state’s annual Dislocated Worker (DW) allocation be used for rapid response activities to respond to major layoffs and emergency situations. Pursuant to state Workforce Innovation Act of 2000, the expenditure of these rapid response funds is to be carried out in accordance with approved policies by the Agency for Workforce Innovation (AWI) under contract with Workforce Florida, Incorporated (WFI). At the beginning of each program year, the United States Department of Labor awards the state an allocation in DW funds. The state approved allocation for rapid response/dislocated worker assistance consists of funds budgeted for the state DW unit activities with a balance set aside as emergency reserve.

The Emergency Reserve funds set aside each program year are awarded as supplemental funds to Regional Workforce Boards based on need at the local level. During 2002-2003, AWI at the direction of the Workforce Florida State Board awarded \$6,071,666 in supplemental funds to 14 of the State’s local boards to provide dislocated worker services in their areas. For the period ending June 30, 2002, \$3,548,579 of these funds had been expended. Appendix, Table 4 itemizes expenditures of the state level WIA Rapid Response funds.

Reemployment and Emergency Assistance Coordination Team (REACT).

The federal Workforce Investment Act of 1998 requires each state to establish a dislocated worker unit to implement statewide rapid response reemployment activities on behalf of dislocated workers. Florida’s dislocated worker unit, the Reemployment and Emergency Assistance Coordination Team (REACT), is the state-level focal point for dealing with the

dislocation of Florida's private sector and governmental workers. Chapter 445.003, Florida Statutes, requires that rapid response activities be included in the state plan. The purpose of this plan is to coordinate efforts at state and local levels to assist workers who have or will be dislocated due to a facility/plant closure, a major downsizing, natural disaster, or other act of nature resulting in the dislocation of 50 or more workers. Locally, the State's 24 regional workforce boards (RWBs) take the lead in coordinating rapid response activities. Many workers and employers are introduced to the workforce system through the rapid response process, which involves REACT, the RWBs, and other partners. Local chambers of commerce, labor unions, and other community organizations coordinate and leverage resources needed to successfully support and reemploy laid-off workers.

Many industries, including state and local governments, were adversely impacted during Program Year 2002-2003. A Workforce Transition Database has been designed by the state Department of Management Services to capture information on affected state workers. This database is being used by REACT to determine the workers' status and to account for all services that are provided to them. Between June 2001 and June 2003, over 12,400 positions were identified for elimination by the State. Approximately 5,500 of these positions were filled which resulted in these individuals being laid off. As of June, 30, 2003, 2,400 of these workers had been placed in other positions within state government. Another 1,100 were placed in private industry. Also 88 refused job offers; 547 refused assistance; and 84 enrolled in training. As of the end of the program year 402 individuals remained in need of assistance.

REACT has established two measures for use in evaluating the effectiveness of the statewide and regional rapid response program:

1. The average number of days it takes rapid response teams to conduct initial rapid contacts after the receipt of Worker Adjustment and Retraining Notification (WARN) notices, that identify companies planning layoffs.
2. The reduction in the average number of weeks that rapid response assisted dislocated workers collect unemployment compensation benefits in comparison to other unemployment compensation recipients.

In many cases, REACT was able to obtain information about layoffs from other sources before the affected companies officially filed WARN notices. This resulted in REACT being able to respond on average of 3.6 days before the official receipt of the WARN notice.

Reports also indicate that the average weeks of benefits collected for those workers receiving rapid response assistance is 4.4 weeks as compared to the standard of 5.6 weeks.

REACT responded to 316 dislocation events (including all WARN notices) and identified 29,098 eligible dislocated workers.

Reemployment Services Program. The purpose of Florida's Expedited Reemployment

Program is to provide immediate reemployment assistance to Unemployment Compensation (UC) customers. The program identifies claims customers who are likely to have difficulty finding employment; those who have not returned to work after a specified period; and also those claimants who are in circumstances that have historically resulted in improper benefit payments.

Once these claimants have been identified, they are required to report to the local One-stop Career Center site for expedited re-employment services. The purpose of this interview is to ascertain what skills and training are necessary for employment, confirm that the claimant continues to meet eligibility requirements, and to provide reemployment services.

Labor market information including conditions of the claimant's customary employment and employment opportunities in the area are used to help the claimant develop a realistic work plan. Methods of developing leads and application techniques are also discussed. The staff and claimant develop a work search plan that reflects the claimant's skills, experience, and wages.

The program consists of four strategic elements:

1. Early intervention and aggressive recruitment;
2. A shift in unemployment compensation customer service, making Expedited Reemployment Services the principal focus of the unemployment compensation staff deployed throughout the One-Stop Career Center;
3. Program integration; and
4. Mainstreaming claimants through a unified orientation to introduce claimants to the full spectrum of One-Stop services.

Recently completed programming changes to the Claims Register report provide local one-stop operators easier access to the names, social security numbers, addresses and telephone numbers of all new claims customers filing from within the respective workforce regions.

The previous statistical profiling model, which assigned a rank-order score, has been enhanced to a characteristics screening model, which creates a pool of claimants most likely to exhaust unemployment compensation benefits before finding reemployment. Advertisement of the Expedited Reemployment Program now includes the following statement on each UC Wage Transcript and Determination: "The State of Florida's Expedited Reemployment Program can help speed your return to gainful employment. For assistance in locating the One-Stop Career Center nearest you, call America's Service Locator toll-free help line at 1-877-872-5627 or use the One-Stop directory at: www2.MyFlorida.com/AWI/contacts/onestopdir/index.htm." The Rapid Service Voice Processing (RSVP) telephone system where UC claimants telephone to claim weeks of unemployment now includes a message about one-stop reemployment services and how to access information. The Internet claim filing system routes the claimant to a "What's Next?" page that markets the One-Stop delivery system and provides a link to the One-Stop Career Center Directory. From this directory, local One-Stop web pages can also be accessed.

During the Program Year 2002-2003, 86.7 percent of all registered UC claimants received Wagner-Peyser and other services within the One-Stop delivery system. This impressive showing reflects continuing improvement in the integration of services, and has resulted in a significant improvement in placement rates for UC claims customers. The proportion of claimants who were placed in jobs or otherwise obtained employment during the year increased by 5.4 percentage points over the prior year to a new high of 25 percent. This is a 28 percent improvement over the 2001-2002 reporting period.

National Emergency Grant (NEG). The purpose of the NEG is to provide employment and training assistance to workers affected by major economic dislocations, such as plant closures, mass layoffs affecting 50 or more workers at a single site of employment, closures of military installations, and multiple layoffs in a single local community, emergencies or natural disasters. The NEG provides federal assistance to states when it can be demonstrated that additional funds are needed to provide appropriate services for dislocated workers.

Florida was successful in securing three important National Emergency Grants in the past year as follows:

Operation Paycheck – Airline and Related 9-11 Dislocation Project. In the immediate aftermath of the terrorist attacks on America in September 2001, it became evident that Florida would be profoundly affected by these events. With the grounding of the nation’s airlines, one of our major sources of revenue was almost grounded as well: Florida’s Tourist Trade. Governor Jeb Bush took immediate action to gauge the economic effects of September 11 and to formulate a plan for getting the State of Florida quickly back on the road to recovery. On September 28, 2001, Governor Bush convened the leadership of Workforce Florida, Inc. (WFI), the Agency for Workforce Innovation (AWI), the State Board of Education, the Division of Community Colleges and the Department of Education and charged them with creating a program that would credit Floridians with skills and experiences gained in their fields and apply that credit toward accelerated training that would place them in demand occupations. That initiative was Operation Paycheck.

Despite the adverse impact on tourism and other industries, Florida retained strong employment demands in health care, financial services, security and education. The challenge was to get people who had lost jobs in the tourism, airline industries and related fields into these “demand occupations.” By building upon the transferable skills of the worker, substantial acceleration was achieved in getting Floridians quickly back into employment. The private sector training providers readily agreed to make “training on demand” available in response to customers’ needs. Other Florida training providers worked toward achieving that same level of flexibility. Operation Paycheck (OP), an innovative strategy for getting Floridians who were affected by the tragic events of September 11, 2001 quickly back to work, was launched on October 4, 2001.

Operation Paycheck was supported by a total of \$29,747,273 from several federal funding sources under the policy direction of Workforce Florida, Inc.

- Wagner-Peyser (WP) – federal program funds derived from federal unemployment compensation taxes (FUTA) that support the national public employment service;
- Workforce Investment Act (WIA) – a customer focused federal program to help Americans access the tools they need to enter or reenter the workforce with upgraded skills needed by employers. These federal funds include state level set aside funds and funds specifically identified for major layoffs/Rapid Response; and
- National Emergency Grant (NEG)

Operation Paycheck customers’ training included the following occupational areas: Information Technology, Business Management, Transportation, and Health Care.

Operation Paycheck enrolled 8,600 customers. Of these more than 70 percent enrolled in high tech training that prepared them for careers in Florida’s high skill, high wage economy.

For the quarters for which wage information is available, 78.68 percent of Operation Paycheck participants no longer receiving services entered employment.

Using Unemployment Insurance wage records, Florida Education and Training Placement Information Program has provides long term outcome reports for exiters of the Operation Paycheck customers. Table 3 shows the exit cohorts along with wage results.

Table 3
Operation Paycheck Long-Term Performance

Exit Quarter	Entered Employment Rate	Average Quarterly Earnings	Annualized Earnings	Annualized Hourly Wage
Oct - Dec 2001	100%	\$6,474	\$25,897	\$12.45
Jan - Mar 2002	76 %	\$6,718	\$26,873	\$12.92
Apr – Jun 2002	75%	\$6,305	\$25,219	\$12.12
Jul – Sep 2002	81%	\$7,100	\$28,400	\$13.65
Oct – Dec 2002	79%	\$6,538	\$26,151	\$12.57
Cumulative	79%	\$6,689	\$26,754	\$12.86

Based on UI wage data as of 1st Quarter 2003

Dual Enrollment Project. On June 30, 2003, AWI was awarded \$11,353,858 in NEG funds to dual enroll workers certified eligible to apply for Trade Adjustment Assistance or

North American Free Trade Agreement-Transitional Adjustment Assistance into the Workforce Investment Act (WIA) Program. These funds were used to supplement and enhance employment and training services to participants already being served through other workforce funds. Of the \$11,353,858 awarded, \$6,353,858 was released for immediate use. Approximately 1,946 workers have been targeted for assistance under this grant.

Trade Adjustment Assistance Infrastructure. On January 16, 2003, the AWI was awarded \$200,000 in NEG funds to assist the State of Florida in developing procedures and systems for health insurance coverage assistance for trade-impacted workers. These funds were requested as a result of the passage of the new Trade Adjustment Assistance Reform Act of 2002.

Local Performance

Upon the completion of the State's negotiation with the USDOL on state performance goals for each of the twelve reportable WIA core measures, the state workforce board conducted negotiations at the state level with each regional workforce board. As a result of this process, expected levels of performance or goals were agreed upon for each region. Table 4 summarizes outcomes based on these goals. Individual performance tables for each of Florida's twenty-four regions are also provided in the Appendices (Appendix A-Table O-Performance).

Table 4
Regional Program Year 2002-2003 WIA Performance

WIA CORE MEASURE	STATE GOAL	RANGE OF REGIONAL PERFORMANCE	# OF REGIONS ACHIEVING REGIONAL GOAL	% OF REGIONS ACHIEVING GOAL
CUSTOMER SATISFACTION INDIVIDUALS	71.00	71.97 to 83.50	22 of 24	91.7%
CUSTOMER SATISFACTION EMPLOYERS	71.00	68.24 to 81.53	24 of 24	100%
ADULT ENTERED EMPLOYMENT RATE	66.00%	44.44% to 88.56%	17 of 24	70.8%
ADULT EMPLOYMENT RETENTION RATE	80.00%	76.14% to 92.14%	19 of 24	79.2%
ADULT EARNINGS GAIN	\$3,500	\$798 to \$8,554	14 of 24	58.3%
ADULT EMPLOYMENT AND CREDENTIAL RATE	42.00%	17.88% to 81.88%	19 of 24	79.2%
DISLOCATED WORKER ENTERED EMPLOYMENT RATE	67.00%	67.69% to 92.00%	22 of 24	91.7%
DISLOCATED WORKER EMPLOYMENT RETENTION RATE	81.00%	83.04% to 100%	21 of 24	87.5%
DISLOCATED WORKER EARNINGS REPLACEMENT RATE	94.00%	62.63% to 121.67%	13 of 24	54.2%
DISLOCATED WORKER EMPLOYMENT AND CREDENTIAL RATE	42.00%	28.79% to 84.09%	20 of 24	83.3%
OLDER YOUTH (19-21) ENTERED EMPLOYMENT RATE	63.00%	0% to 100%	17 of 24	70.8%
OLDER YOUTH (19-21) EMPLOYMENT RETENTION RATE	81.00%	40.00% to 100%	14 of 24	58.3%
OLDER YOUTH (19-21) EARNINGS GAIN	\$3,200	-\$763 to \$18,431	11 of 24	45.8%
OLDER YOUTH CREDENTIAL RATE	31.00%	8.99% to 71.43%	16 of 24	66.7%
YOUNGER YOUTH (14-18) SKILL ATTAINMENT RATE	63.00%	39.83% to 97.40%	20 of 24	83.3%
YOUNGER YOUTH (14-18) DIPLOMA ATTAINMENT RATE	40.00%	11.43% to 94.49%	14 of 24	58.3%
YOUNGER YOUTH (14-18) RETENTION RATE	40.00%	45.24% to 100%	24 of 24	100%

State Evaluation Activities and Incentive Policy

Overall Description and Background

Due to historical practices and state law mandates, Florida has long engaged in extensive program evaluation activities, with a particular emphasis on results, outcomes and longitudinal information. In the workforce realm, much of that evaluation activity has been based on many of the key elements mandated by WIA, including use of many of the same or similar measures, similar definitions and heavy reliance on use of Unemployment Insurance wage records to verify initial job placement, job retention, and initial and long-term earnings over time.

Florida Education and Training Placement Information Program (FETPIP)

One of Florida's earliest and most successful innovations in evaluation and performance tracking has been the Florida Education and Training Placement Information Program (FETPIP) established in the mid-80's within the state Department of Education. This program was developed mainly to help evaluate the effectiveness of post-secondary education and training programs, particularly vocational education and similar career preparation programs. The scope of the groups to be tracked rapidly expanded to cover nearly all job training and placement programs including WIA, Wagner-Peyser, Job Corps, Veterans, welfare reform (TANF), Apprenticeship, Unemployment Compensation claimants, ex-offenders, and a total of nearly 200 groups or sub-cohorts being tracked.

The FETPIP follow-up data is electronically derived from Unemployment Compensation (Insurance) quarterly wage records, federal military and civilian personnel records, public assistance, incarceration/parole records, and continued education rosters. Access to this data allows for annual reports with extensive detail and longitudinal capabilities. Each group is typically tracked for at least 2 years, with many tracked over much longer periods, including the "Class of 1991" composed of all graduates (and drop-outs) of high school, certificate programs, and all levels of higher education. Quarterly reports covering employment and public assistance status and outcomes are regularly run and analyzed. For more details on FETPIP, including examples of annual outcome reports, see: <http://www.firn.edu/doe/bin00078/fetpip/fmain.htm>.

Short Term Measures – "Red and Green Report"

A few years ago a "regional outcome matrix" was prepared to display key program outcomes statewide and for each workforce region. This report was designed as a first indicator of program performance to work in conjunction with other administrative short-term reports and longitudinal reports required by state and federal law. Key measures were selected from exit data available through the State's administrative reporting systems. With the implementation of the Workforce Investment Act (WIA), this report was revised to reflect the new WIA measures and the Act's emphasis on program integration through the one-stop system. The revisions and the adoption of new short-term measures were based on the extensive solicitation of input from all parties and the recommendations of two working groups appointed by the Board which represented state and local agencies, the regional workforce boards, and other interested parties.

The “regional outcome matrix,” often referred to as the Red and Green Report addresses outcomes for the three major one-stop partner programs in Florida: WIA programs, Wagner-Peyser programs, and the State’s TANF/Welfare Transition Program. All short-term measures outline performance outcomes that can be typically reported within one calendar quarter through the various programs’ management information systems. Results from the measures are compiled regionally and compared against other regions and statewide outcomes. Appendix Table 10 contains the 2002-2003 Year-End Performance and a detailed description of the measures included in the Red and Green Report. Additionally, comparisons are made between the short-term Red and Green Report outcomes and the longer-term WIA core measures. This comparison shows a strong correlation on a statewide basis between the WIA core measures and Red and Green Report outcomes.

The Table 5 below shows statewide PY 2002-03 outcomes for each of the short-term measures. Outcomes for each of the measures listed in Appendix Table 2 are reported statewide and by workforce region.

Table 5
 PY 2002-03 Statewide Short-Term Outcomes

Welfare Entered Employ. Rate (1)	Welfare Initial Employ. Wage Rate (2)	Welfare Return Rate (3)	WIA Employed Worker. Outcome Rate (4)	WIA Adult Enter. Emp. Rate (5)	WIA Adult Wage Rate (6)
27.1%	69.6%	14.9%	59.5%	66.7%	106.7%
WIA Dislocated Wkr. Enter. Emp. Rate (7)	WIA Dislocated Wkr. Wage Rate (8)	WIA Youth Goal Attainment Rate (9)	WIA Youth Positive Outcome Rate (10)	WP Entered Emp. Rate (11)	WP Wage Rate (12)
68.0%	123.9%	69.3%	88.1%	39.1%	91.1%
WP New Hire Involvement Rate (13)	WP Employer Involvement Rate (14)	Customer Satisfaction – WIA Individuals (15)	Customer Satisfaction– WP Applicants (16)	Customer Satisfaction– Employers (17)	
23.3%	25.9%	75.8*	74.0*	78.3*	

*Score based on American Satisfaction Index (ACSI).

“Plain English” Key Indicators

The “Red and Green” short-term outcome measures have served as a useful analytic tool for assessing comparative performance, trend lines, diagnostic early warnings, predictors of long term results, and application of common measures for multiple related programs, including WIA, Welfare Transition/TANF, and Wagner-Peyser. However the technical terms and definitions used in the “Red and Green” reports which are completely understandable to workforce professionals are often obscure and non-user-friendly to volunteer board members, community partners, legislators and the rest of the world who are not familiar with the technical definitions of Entered Employment Rate, New Hire Involvement Rate, or even Wagner-Peyser. Workforce Board staff has therefore developed a “Plain English” version of the short term measures to be presented to broader audiences of stakeholders, partners, and others interested in workforce issues. As illustrated in Table 6, the new Statewide Key Indicators ask for sets of simple questions about services provided, customer satisfaction, jobs obtained and earnings, also indicating year-to-year trends, statewide cumulative results. Additionally, the same questions are replicated and presented in breakouts for each of the 24 regions in Appendix B. Other Reports and Supporting Documents – Workforce Program Summaries by Region. These Key Indicators are now being used in conjunction with the “Red and Green” reports and will be produced on the same schedule---mid-year, as of the end of March, and at the end of each program year ending in June.

Table 6
WORKFORCE RED AND GREEN KEY INDICATORS



4 Year Past Performance

Statewide

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	2003	2002	2001	2000
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	19.10%	13.12%	8.00%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	* 28.90%	23.82%	11.12%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	2003	2002	2001	2000
Satisfaction rating for employers who received services	78.34	76.20	68.69	NO SURVEY
Satisfaction rating for individuals who received training	75.88	78.60	76.69	NO SURVEY
Satisfaction rating for job seekers who got help in finding work	73.99	74.40	NO SURVEY	NO SURVEY

Did our customers get jobs?

% on welfare that got jobs

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of all job seekers who got jobs

Total Number

	2003	2002	2001	2000
% on welfare that got jobs	27.13%	25.91%	24.47%	24.13%
Total Number	28,708	27,755	25,116	29,561
Rate which customers that were on welfare return to welfare	14.94%	14.01%	14.78%	15.49%
% of disadvantaged adults that got jobs	66.68%	77.84%	78.94%	64.80%
Total Number	5,285	9,109	6,797	4,020
% of unemployed receiving training who got jobs	67.95%	86.61%	88.43%	84.10%
Total Number	8,067	7,867	6,661	4,023
% of all job seekers who got jobs	39.11%	37.20%	29.66%	32.60%
Total Number	410,431	349,315	248,103	227,979

What was their wage?

The average wage of those who were on welfare

Wage rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage rate

	2003	2002	2001	2000
The average wage of those who were on welfare	\$7.29	\$7.04	\$6.61	\$6.38
Wage rate	69.56%	68.02%	65.78%	48.00%
The average wage for disadvantaged adults	\$11.19	\$10.59	\$8.78	\$8.36
Wage rate	106.77%	102.32%	87.38%	62.90%
The average wage for workers that lost their jobs	\$12.98	\$12.96	\$11.24	\$10.47
Wage rate	123.86%	125.22%	111.86%	78.80%
The average wage of job seekers	\$9.55	\$8.98	\$8.49	\$7.83
Wage rate	91.13%	86.76%	84.49%	58.90%

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.

* Includes data questioned in Inspector General's inspection for Region 23



4 Year Past Performance

Statewide

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

2003	2002	2001	2000
59.48%	46.01%	N/A	N/A

Are we helping younger youth?

% of younger youth that have positive outcomes
Number with positive outcomes **

88.12%	92.78%	91.26%	86.91%
5,200	8,914	5,807	2,217

** Year 2000 based on exiters--does not include skill attainment for participants still on board

What are the costs per enrollments?

The average cost per enrollment for welfare
The average cost per enrollment for disadvantaged adults
The average cost per enrollment for workers that lost their jobs
The average cost per enrollment for older and younger youth

data not available	\$1,991.41	\$2,084.31	\$1,698.98
data not available	\$1,577.68	\$1,577.68	\$2,297.20
data not available	\$1,199.72	\$1,729.09	\$2,236.31
data not available	\$2,078.38	\$1,580.35	\$2,158.10

What are the costs per positive outcomes?

The average cost per welfare participant getting a job
The average cost per welfare participant whose case is closed
The average cost per placement for disadvantaged adults
The average cost per placement for workers that lost their jobs
The average cost per positive outcome for all younger youth (older and younger youth)

data not available	\$5,765.15	\$5,954.66	\$4,436.41
data not available	\$1,493.80	\$1,457.12	\$1,070.46
data not available	\$1,809.99	\$5,837.67	\$8,756.20
data not available	\$3,913.47	\$4,277.43	\$6,552.16
data not available	\$2,952.13	\$2,422.14	\$10,724.41

NOTE: 2003 cost data not yet available

Based on WIA Annual Report. Positive Outcomes for older youth include entered employment and credential attainment; Positive Outcomes for younger youth include entered employment; entrance into postsecondary education; advance training; apprenticeship; or military; attainment of younger youth goal; and attainment of diploma.

Average cost per: based on the total enrollments/positive outcomes as compared to total program expenditures reported during the same performance period (6/30-7/1).

** Positive outcome based of the Red and Green measure, excluding youth goals which are addressed in a separate measure.

Source: All performance outcome information based on Red and Green Reports. All cost information from State Annual Reports. See www.workforceflorida.com for details

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Regional Review Teams

Section 445.007(3), of the Florida Statutes mandates that “The Workforce Development Board shall assign staff to meet with each regional workforce development board annually to review the board’s performance and to certify that the board is in compliance with applicable state and federal law.”

Workforce Florida executive staff made presentations to all 24 regional workforce boards. Preparation for the annual review presentations included evaluating, utilizing and linking all available performance data (including Red and Green short-term exit measures, longitudinal tier measures, monthly management reports), information and resources. AWI contracted with KPMG to focus on assessing the region’s compliance with applicable State and Federal laws, regulations and policies, the extent to which regional boards incorporated the needs of the employer community into strategic planning efforts, operational plans/operational systems, sales and marketing efforts and One-Stop bricks and mortar plans. Presentations to the regional workforce boards included; comparative demographic information reflecting regional poverty and unemployment rates, relative shares of funding to meet those needs (e.g. WIA, Welfare-to-Work, Wagner-Peyser and TANF funds), regional board performance compared to other regions and to prior year and an assessment of how well employer needs had been met.

In addition to the performance reporting for all 24 regional workforce boards, the Workforce Florida Board direct a special evaluation and technical assistance in a formal Performance Improvement Program (PIP) process. Regions that reflect a pattern of significant and sustained low quartile performance on the short term Red and Green Report and/or had indicated structural, governance, operational, reporting, financial management or other performance difficulties may receive a PIP. The PIP process addressed analysis of statistical performance indicators/outcomes, any structural/governance issues, financial management, operational issues, other compliance issues, coupled with a plan and timetable for corrective action and a budget for improvement steps, primarily covering training for regional board and staff, technical assistance and management tools.

State Longitudinal Measures—“Tier Measures”

State Longitudinal Measures—“Tier Measures” - The Florida Legislature has mandated that the State Workforce Florida Board develop uniform measures and standards to cover all job training, placement, career education and other workforce programs [See Sec. 445.005 (9), Florida Statutes]. Tier 1 measures are broad outcome measures that can be (almost) universally applied to all workforce-related indicators, including entered employment, job retention and earnings at various levels. Tier 2 measures are oriented to logical grouping of programs and/or targeted populations and provide additional measures that are uniquely relevant to that group. These measures include continued education status for youth programs and reduction in public assistance dependency for TANF recipients and other low-income individuals. Tier 3 includes process/output measures including those mandated for federally funded programs. These measures also disaggregate the Tier 1 and 2 measures to sub-state breakouts, some of which are regionally adjusted. Examples of process measures would include caseloads for specific programs or first-payment time-lapse data for Unemployment

Compensation. Disaggregated results would include the WIA performance of specific Workforce Regions or the number/percentage of youth who complete teen pregnancy prevention programs in a specific county or region. A summary of the most recent Tier report is included as Appendix – A, Table 11.

WIA Incentive Awards: State-level and Local

Florida was one of five early implementation states that opted to begin applying the terms of the federal Workforce Investment Act (WIA) on July 1, 1999, a year earlier than the mandated implementation schedule. Among other advantages resulting from early implementation, Florida also became eligible for the first round of Workforce Incentive Awards available under WIA. Earning an award also required submission of a timely WIA annual report to USDOL, furnishing required financial and participant data, and achieving the WIA long-term performance standards negotiated with USDOL. Florida met all those requirements, formally applied for a performance award, and was awarded \$2,645,125, with most of the federal award derived from federal education funds and the balance coming out of WIA federal reserves. In 2001-2002, Florida again submitted a timely annual report and achieved all 17 negotiated long-term WIA performance goals, and our partner Department of Education's adult education and literacy program met their required goals for the prior year. Florida was therefore awarded \$3,000,000 for the combined WIA and workforce-related education performance.

The terms of the federal award require Florida to submit a joint plan for use of the Workforce Incentive Award, with sign-off by the Governor, the Department of Education, Workforce Florida, Inc., and the Agency for Workforce Innovation. The plan approved by USDOL and US Department of Education for the 2001-2002 award first provides that \$2,000,000 will be administered through the Florida Department of Education to build stronger adult education systems throughout Florida, including several internet-based virtual/remote learning systems and greater linkages between one-stop systems and local adult education/literacy programs. The remaining \$1 million of that Workforce Incentive Award was been earmarked to be used for program and performance improvements for Regions that have performed at the lower levels compared to other Regions, using the Performance Improvement Plan (PIP) process as described above in the section on "Regional Review Teams," and below in this section.

In the most recent year, Florida again won a \$3 million Workforce Incentive Award, covering achievement for both WIA Title I (workforce services) and Title II (education services). This time, rather than dividing the award between the two systems based on funding sources, Florida submitted a plan that was approved by the U.S. Department of Labor to operate a single joint improvement initiative focusing on 2 primary targets:

1. Training for the skill needs of the emerging, high skills/high wages simulation industry, and
2. Assisting the 12,000 high school seniors who have been denied diplomas due to their failure to pass the Florida Comprehensive Assessment Test (FCAT). The partnership of state and local education and workforce systems are recruiting the students for academic remediation, adult education, GED preparation and optimal employment, with special emphasis on English as a Second Language (ESOL) needs.

In addition to the special federal WIA Performance Award funds described above, in the last two years the WFI Board annually earmarked a total of approximately \$1.8 million in WIA State-Level 15% funds for incentive payments to high performing regions for performance in the 2002-2003 Program Years, also setting aside commensurate amounts of Welfare Transition (TANF) and Wagner-Peyser funds for similar incentives. There are separate sets of awards for both short-term and long-term measures, with the total WIA funds equally divided between the two sets. The short term-measures are derived from the "Red and Green" annual report, using the comparative Entered Employment Rates for WIA Adults and Dislocated Workers, along with Customer Satisfaction scores for Individuals and Employers. The long-term measures for WIA incentive payments are derived from the 17 federal WIA measures. Both short-term and long-term award calculations reward both achievement of negotiated goals and performance in the top quartile among the 24 regions.

Cost of Workforce Investment Activities

Expenditure Levels

During the 2002-2003 program year, Florida had \$146,770,701 in available funds including carry-forward from all WIA funding sources. Of this amount \$121,922,132 or 83.1%, was expended to carry out state-level and regional activities. Of the \$109,502,724 expended by the State's twenty-four regions, 92% went for direct client services. An additional \$23,932,651 in state-level funds was also expended for direct client services. For additional information on expenditures see the WIA Financial Statement included in Appendix A as Table 5 and the Appendix Table N, Cost of Program Activities.

Cost of Program Activities Relative to Effect

Florida tracks and evaluates the cost of program activities relative to effect in a number of ways. Cost per participant and cost per positive outcome is computed at the state and regional level for the adult, dislocated worker, and youth programs. The overall cost per participant served for all programs was \$1,549. The overall cost per positive outcome for exiters from all programs was \$3,289. The positive outcome tracked for the dislocated worker program was entered employment. Positive outcomes for the adult program included entered employment and the successful completion of program activities designed to assist employed workers in upgrading their employment in order to attain a greater degree of self-sufficiency. Florida has placed an emphasis on assisting the under-employed worker. As a result, the number of adult program exiters with positive outcomes included 3,854 employed workers who successfully completed program activities in order to upgrade their employment. Positive outcomes for older youth included entered employment and the attainment of a credential. Positive outcomes for younger youth included entered employment, entrance into postsecondary education, advanced training, apprenticeship or the military, attainment of a youth goal, and attainment of a diploma.

Generally, outcomes were tracked for the exit periods used for the corresponding WIA core measure. Therefore, the exit period used for the adult and dislocated programs was the period from 10/1/01 through 9/30/02, while the period for the older and younger youth programs was the actual program year from 7/1/02 through 6/30/03. Cost information was also tracked by major level of activity: core services, intensive services, and training for the

adult and dislocated worker programs; and for other services and for training for the youth programs.

Statewide data for expenditures and cost per positive outcome is displayed in Table 7 on the following page. Similar data for each of Florida's twenty-four regions are included in the Appendix as Tables 6 through 9.

Table 7
FLORIDA PROGRAM YEAR 2002-2003
WIA EXPENDITURES/COST PER POSITIVE OUTCOME

ADULT PROGRAM 10/1/01 TO 9/30/02

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$39,421,866	100.0%				
TOTAL EXPEND.	\$33,672,663	85.4%	24,650	\$1,366	9,743	\$3,456
EXPEND. OTHER SERVICES	\$17,061,631	50.7%	24,650	\$590	9,743	\$1,494
EXPEND. TRAINING	\$16,611,032	49.3%	6,879	\$2,415	4,516	\$3,678

DISLOCATED WORKER PROGRAM 10/1/01 TO 9/30/02

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$31,280,394	100.0%				
TOTAL EXPEND.	\$28,459,252	91.0%	22,305	\$1,276	6,118	\$4,652
EXPEND. OTHER SERVICES	\$15,413,293	54.2%	22,305	\$598	6,118	\$2,179
EXPEND. TRAINING	\$13,045,959	45.8%	4,804	\$2,716	3,637	\$3,587

OLDER YOUTH PROGRAM 7/1/02 TO 6/30/03

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$42,099,606	100.0%				
TOTAL EXPEND.	\$10,608,651	25.2%	3,299	\$3,207	884	\$11,967
OTHER SERVICES	\$5,396,006	50.9%	3,299	\$1,636	884	\$6,104
TRAINING	\$4,303,304	40.6%	2,934	\$1,467	800	\$5,379

YOUNGER YOUTH PROGRAM 7/1/02 TO 6/30/03

STATEWIDE - REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.	\$42,099,606	100.0%				
TOTAL EXPEND.	\$26,676,825	63.4%	13,912	\$1,920	5,324	\$5,016
OTHER SERVICES	\$11,604,118	43.5%	13,912	\$834	5,324	\$2,180
TRAINING	\$12,786,050	47.9%	11,662	\$1,096	4,916	\$2,601

Source: Agency for Workforce Innovation, 9/23/03

Use of Individual Training Accounts (ITAs)

Florida policy places emphasis on the provision of training services. Accordingly, State statute requires the tracking of the number of ITAs awarded and their average value. The statute also requires 50% of WIA pass-through funds for adults and dislocated workers to be allocated to ITAs and ITA-related expenses. For Program Year 2002-2003, 22,858 ITAs were awarded in the State with an average value of \$3,844. Of \$57,875,595 expended by Florida's twenty-four regions for the adult and dislocated worker programs during the program year, \$34,459,470 or 59.5% was expended for ITAs and ITA-related activities (see Table 8 below).

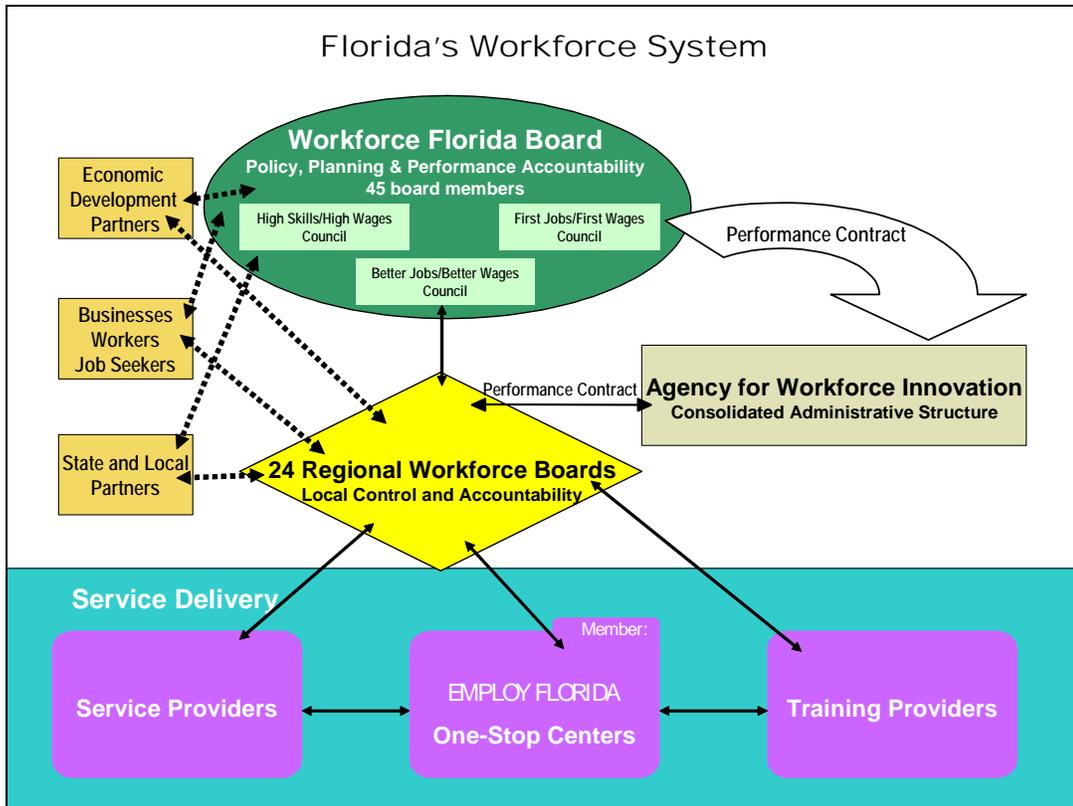
**Table 8 - USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/02 Through 6/30/03**

ITAs Awarded*					State ITA 50% Expenditure Requirement**		
Region	Enrolled in Training	Receiving ITA	Percent	Avg. ITA Amount	Total Expenditures	ITA Expenditures	Percent
1	531	530	99.81%	\$2,883.55	\$1,407,461	\$918,903	65.29%
2	291	274	94.16%	\$2,345.53	\$390,613	\$194,094	49.69%
3	214	199	92.99%	\$2,067.92	\$587,797	\$383,517	65.25%
4	473	471	99.58%	\$3,309.51	\$910,397	\$580,195	63.73%
5	500	500	100.00%	\$3,684.15	\$675,229	\$511,309	75.72%
6	82	80	97.56%	\$3,137.68	\$416,254	\$77,257	18.56%
7	170	169	99.41%	\$3,546.89	\$484,436	\$274,303	56.62%
8	1,696	1,583	93.34%	\$3,860.69	\$3,320,446	\$2,184,964	65.80%
9	231	231	100.00%	\$3,097.81	\$692,619	\$340,978	49.23%
10	375	375	100.00%	\$4,104.85	\$1,300,649	\$838,445	64.46%
11	651	545	83.72%	\$2,494.14	\$937,598	\$464,939	49.59%
12	2,139	2,137	99.91%	\$3,683.39	\$3,758,936	\$1,525,614	40.59%
13	472	468	99.15%	\$2,277.97	\$1,177,602	\$954,269	81.03%
14	1,458	1,452	99.59%	\$3,595.07	\$2,305,340	\$1,363,372	59.14%
15	1,330	1,326	99.70%	\$3,390.04	\$2,540,427	\$2,253,060	88.69%
16	477	447	93.71%	\$3,082.72	\$1,182,582	\$768,736	65.00%
17	636	619	97.33%	\$4,782.30	\$2,895,090	\$2,188,217	75.58%
18	210	205	97.62%	\$1,943.98	\$1,199,559	\$580,826	48.42%
19	229	206	89.96%	\$4,135.33	\$1,301,036	\$609,408	46.84%
20	878	720	82.00%	\$2,189.09	\$4,333,622	\$2,345,016	54.11%
21	1,348	1,341	99.48%	\$4,384.70	\$4,750,304	\$1,628,715	34.29%
22	2,357	2,301	97.62%	\$3,036.76	\$5,843,318	\$3,455,949	59.14%
23	6,468	6,217	96.12%	\$5,027.14	\$12,882,026	\$8,067,930	62.63%
24	467	462	98.93%	\$2,960.06	\$2,582,254	\$1,949,454	75.49%
Total All Regions	23,683	22,858	96.52%	\$3,843.98	\$57,875,595	\$34,459,470	59.54%

* Information from OSMIS participant data provided by the Agency for Workforce Innovation 10/23/03.

WORKFORCE FLORIDA BACKGROUND AND OVERVIEW

Workforce Florida, Inc. was created by Governor Jeb Bush and the Florida Legislature with the passage of the Workforce Innovation Act of 2000, Chapter 445, Florida Statutes. A 45-member board appointed by the Governor oversees and monitors the administration of the state’s workforce policy, programs and services carried out by the 24 business-led Regional Workforce Boards and the Agency for Workforce Innovation. Direct services are provided at nearly 100 One-Stop Career Centers with locations in every county in the state. This innovative approach to workforce development in Florida is illustrated in the model below.



The Workforce system was re-designed to create partnerships between economic development, workforce development and businesses. In addition, the system is operated through performance based contracts that increase accountability of all entities to meet strategic and legislative mandated goals.

Another key component of the “new” approach is local control. While each regional board has performance measures and contracts to provide accountability, the choice of initiatives and programs it implements are under the local board’s control. This allows for programs to reflect the economic development, business and workforce needs of each particular region of the state.

One Stop Career Centers are the “Front Door” for Workforce

Florida’s One-Stop Career Center system was established to bring workforce and welfare transition programs together under one physical or “virtual” roof to simplify and improve access for employers seeking qualified workers or training programs for their existing employees and job seekers.

- **Serving the Business Customer**

Recent federal and state workforce legislation has emphasized the importance of serving the business customer and making the system more accountable as whole by tying performance funding to customer satisfaction. Florida’s One-Stop Career Center system is a key resource for businesses seeking assistance with training for existing employees or finding qualified workers; several regions have established dedicated employer One-Stop Career Centers in business districts to help local employers recruit, train and retain workers.

- **Serving Job Seekers**

One-Stop Career Centers are the “front door” for Floridians seeking unemployment, temporary cash assistance, job placement, workforce education and training, and workforce support services such as childcare. The federal Workforce Investment Act of 1998 mandates participation by nearly a dozen agencies that determine eligibility for and provide:

Adult job placement and training;

Unemployment insurance;

Vocational Rehabilitation services;

Transitional services to assist job seekers move from welfare to work;

Veterans Employment & Training.

Today, there are nearly 100 One-Stop Career centers across Florida managed at the local level by Regional Workforce Boards. Some are full-service centers providing direct access to a comprehensive array of programs at a single location, while others are satellite facilities capable of providing referrals or electronic access. The goal is to move beyond co-location of programs to full integration to provide seamless service to customers. To facilitate finding Florida’s One-Stops, the Employ Florida linking brand has been created with an accompanying website, www.employflorida.net, and a toll-free number 1-866-FLA-2345.



WORKFORCE FLORIDA ACTIVITIES AND ACCOMPLISHMENTS

The Workforce Florida Board is charged by the Workforce Innovation Act of 2000 to establish three Councils for the purpose of addressing specific workforce populations and issues. The local Regional Workforce Boards must establish corresponding committees for the same purpose. Through initiatives funded by the state councils and the corresponding local committees, innovative approaches to improving Florida's workforce and increasing the competitiveness of Florida businesses can be demonstrated.

Since the establishment of the state level councils in 2000, Workforce Florida established the Office of Business Outreach in 2002. This office administers the three councils, Workforce Florida's employer-specific training programs and liaison's with the business and economic development communities in the state to foster economic growth.

The Workforce Florida Board may create, as needed, special committees and task forces to address challenges and issues. In fiscal year 2002-2003 there were two such task forces which have continued in to the 2003-2004 fiscal year – the One-Stop Task Force and the Nursing Task Force.

The following section provides highlights of the business outreach, council, and task force activities and accomplishments for fiscal year 2002-2003. Challenges, barriers and future strategies are also discussed. The section is closed with a summary of awards and recognition of Florida's workforce system.

OFFICE OF BUSINESS OUTREACH

Purpose: The Office of Business Outreach was established in August 2002 with two primary objectives: to help Florida business gain better access to the services of the public employment system (both state and local) and to increase the capacity of the system to serve businesses' current and future workforce needs. Florida business and workers need to know about the workforce system and what it can do for them. With surveys indicating that 75 percent of Florida employers either don't know or don't use our system, this initiative is critical. Placed under this office are Florida's two popular employer-specific training programs—Quick Response Training and Incumbent Worker Training—as well as the three policy councils of the Workforce Florida Board—First Jobs/First Wages, Better Jobs/Better Wages and High Skills/High Wages—that help identify and implement state-level workforce strategies that strengthen the ties between workforce and the state's economic development activities.

2002-2003 Highlights

Workforce Florida Policy Council Training Outcomes

The Workforce Florida Board of Directors annually allocates each of its three policy Councils state-level funds to implement training initiatives that build on policy objectives outlined in the strategic plan. These initiatives take the workforce system to the next level by changing behavior and emphasizing demand-driven services. During 2002-03, each Council received a \$5 million allocation to accomplish these strategic objectives. Additionally, Workforce Florida's employer-specific training program, Quick Response Training (annual allocation of \$6 million) and Incumbent Worker Training (annual allocation of \$2 million) are included in the High Skills/High Wages Council's activities. All together, a total of \$27.8 million was competitively awarded for targeted training throughout the state. These funds leveraged another \$154.3 million—netting nearly \$6 to every \$1 invested by Workforce Florida. A total of 33,342 persons received training for approximately \$835 per person. Additional details on each of the Council training initiatives and the employer-specific training programs are covered in their respective sections of this report.

Business Roundtables Hosted by Lieutenant Governor Toni Jennings

Workforce Florida's first chairman, Toni Jennings, hosted three business roundtables with business leaders in three regions of Florida – Central (Orlando), Northeast (Jacksonville) and the Panhandle (Panama City). The purpose of these business roundtables was to give regional business leaders an opportunity to provide direct input about Florida's public employment system and to offer private sector solutions to the workforce/education issues raised through discussions. The focus was on their assessment of our system; how it can better meet the needs of the business community; exploring how they can most effectively provide feedback regarding its effectiveness, value and quality of services; what they anticipate their workforce needs to be in the next six months to a year; and what is the best way for Florida's workforce to keep up with technological changes.

The most common issues that were raised included:

- Business innovation and entrepreneurship
- Skills upgrade training
- Worker preparedness
- Strengthening alliances between education, economic development and workforce partners
- Finding workers
- Introducing youth to career opportunities

The Lieutenant Governor plans to host additional business roundtables, at least quarterly in the upcoming year, to continue to build private sector knowledge and access to the public employment system.

Supporting Entrepreneurship / Business Innovation - the Disney/SBA National Entrepreneur Center (NEC)

With the downturn in the national—and Florida’s—economy, there exists even a greater emphasis on retaining the state’s existing businesses and jobs, and growing businesses and jobs through fostering business innovation activities. At recent statewide strategic planning meetings several recommendations came forward about the need to support more entrepreneurial activities throughout the state as a way of achieving economic diversification. Federal workforce law allows us to expend federal workforce funds on entrepreneurial training, but no coordinated effort to accomplish this objective was in place.

Through Workforce Florida’s chair, Raymond Gilley, Workforce Florida was invited last August to join in a fledgling initiative to create a national entrepreneurial center in Florida and to figure out a niche role for the public employment system. This center would be the second only such center in the country, following the first created in San Jose, California. Primary partners in the effort included Walt Disney World, University of Central Florida, Orange County Government and the Small Business Administration. The center opened its doors in June 2002 and was officially named the Disney/SBA National Entrepreneur Center, or NEC. The NEC’s mission is to provide training, educational resources, and funding assistance to Florida entrepreneurs.

Since there were providers of services already involved (SBA, SBDC, SCORE, others) in the initiative, Workforce Florida put out for competitive bid the development of an add-on training component that would help us identify who was doing what, help us determine where the public employment system niche might be and to address perceived gaps in providing entrepreneurial training and assistance to targeted groups, specifically mature workers, dislocated workers, youth and speakers of other languages).

There are many programs currently available within Florida, ranging from university-based to nonprofit organizations that specialize in entrepreneurial training. What is not readily available, however, is a way to navigate through the many offerings to find the most appropriate training opportunities. Workforce Florida helping to centralize information and establish linkages about available training programs and business development assistance through the Florida NEC by supporting the development of a statewide training provider matrix, the recently developed web site (www.floridanec.org) and an on line training portal. Eventually, this directory of service providers and “map” all of the resources for entrepreneurs will be expanded and made available through the web-based training portal.



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Supporting Economic Development Activities

As the fourth largest state in the nation and with a business climate ranked in the top five in the country, Florida is often considered by site selection consultants for significant prospective business locations or expansions. Enterprise Florida, Inc., the state’s economic development organization, usually coordinates responses to these job-creation projects on behalf of Florida as well as any specific sites within the state in which the prospective business may be interested in locating. Since workforce-related questions regarding availability of skilled workers and training assistance figure foremost in these site selection decisions, Workforce Florida is contacted to coordinate and present responses on both the state-level training assistance (e.g., Quick Response Training, Incumbent Worker Training) and regional workforce board (or local-level) assistance. The site selection process typically involves distinct phases of work, with each building upon the previous phase. A prospective business’ efforts to select the “right” location can be a long and complex process, but can reward the selected community with jobs and capital investment.

Strengthening Regional Board Business Services

The USDOL Regional Administrators and Business Relations Group collaborated in a joint initiative to build capacity in the workforce system by linking high-performing regional workforce boards with strong performance and notable business service strategies to conduct peer-to-peer coaching for regional workforce boards desiring to improve their relationships and services to business. The goal of this initiative is to improve the workforce system’s overall performance in local areas through effective engagement of business as customer, as strategic partner and as the workforce system leader. Florida, like other states, was invited to submit two sets of recommendations: Group A consisted of regional workforce boards that are considered to be high-performing, strong business engagement operations (mentors). Group B consisted of regional workforce boards that are considered to have lower business engagement and performance but have the structure in place to become high business performers (protégés). Through both analytical (e.g., short term performance measures relating to business activities) and behavioral/testimonial assessments (e.g., employed worker training activity, chamber/economic development organization engagement), Workforce

Florida and the Agency for Workforce Innovation identified five Group A regional workforce boards and two Group B regional workforce boards. Although no Florida mentors were selected, two of only 27 national protégé sites were selected from Florida: the Tampa Bay Workforce Alliance and the Pasco-Hernando Counties Regional Workforce Board. Each protégé will be matched up with a mentor who will provide technical assistance to the protégé sites. From these matches, the initiative will reap information on promising business practices, approaches to improved service delivery, and the impacts such practices can have on overall system performance. This information will be made available next year to the entire workforce system so all can benefit from the lessons learned.

Addressing Targeted Industry Sector & Critical Worker Shortage Areas

Further diversification of Florida's economy is one of the Governor's chief goals that will help ensure Florida's residents have access to high-paying, stable jobs and provide increases in per capita income. Toward that end, and in partnership with Enterprise Florida, Inc., several statewide training initiatives were initiated this past year that support skilled workforce development for those industries targeted by Florida's economic development organization for growth and development. These efforts include the Florida Aviation Aerospace Industry Assessment, the Modeling, Simulation and Training Consortium, and the Film Industry Consortium. Additionally, to address the shortage of qualified teachers particularly in high growth areas of the state, a special initiative aimed at transitioning dislocated workers with a bachelors degree into certified teachers was implemented.

The Florida Aviation Aerospace (FAAA) Industry Assessment

The Florida Aviation Aerospace (FAAA) Industry Assessment was undertaken to help determine the current and future needs of the industry, with an emphasis on workforce. The industry accounts for almost 1,600 companies employing 90,000 workers with average wages exceeding \$46,000. However, several major events have taken place that have greatly affected the industry: namely, the events of September 11, 2001 and the general downturn in the national economy. Additionally, the February 1, 2003 Columbia Space Shuttle tragedy exacerbated the situation. The foundation of the assessment was a 57-question survey that collected data relative to the industry's demographics, and more importantly, education and training, capital and regulatory needs for continued and future success.

Modeling, Simulation and Training Consortium

Florida is home to one of the largest clusters of the Modeling, Simulation and Training (MST) industries in the nation with more than 160 companies employing 25,000 workers making an average salary in excess of \$71,000 a year. There are an additional 25,000 jobs in related industries created by this industry cluster. The MST sector has an economic impact to Florida of nearly \$1.85 billion, including the payment of more than \$52 million in local and state taxes.

The industry cluster has formed around a core of military and government modeling, simulation and training efforts. For more than 50 years, the Army and Navy efforts in this area have been co-located for the development of training devices and technology. Central Florida is now the home for not only the Army and Navy, but also the Marine Corps, Air

Force, Coast Guard, Department of Justice and NASA as they share resources and skills sets to improve training in services critical to the maintenance of this nation's freedom.

An industry has grown around this core, exporting military technology to the private sector. In recent years, this industry has seen greater and greater linkage with the entertainment industry in Central Florida. The rides in Florida's amusement parks and the simulation training stations increasingly are relying on related technology and workforces with compatible skill sets. The crossover of these skill sets can be illustrated by the common goal to decrease the cost in teaching pilots how to fly. Military simulators for helicopter pilots were built at the cost of more than \$1 million per simulator. Cooperating with the entertainment industry has now driven the costs of such simulators down to about \$40,000.

In addition to the government, MST industry sector, and the entertainment industry, Florida is also home to some of the most advanced academic training available to these industries. Cooperating as part of Florida's Simulation Center, UCF, USF, three community colleges and Embry Riddle Aeronautical University form an education core to assist in sustaining this high-tech, high-wage growth industry in Florida.

It has been well established that modern work environments are placing unprecedented demands on the workforce. Increasingly, workers are required to make decisions, function independently, work on self-directed teams and engage in life-long learning. These situations demand that entry-level employees possess a host of non-task specific competencies before entering and/or being successful in the workplace. These competencies include communications skills, decision-making skills, interpersonal skills, and lifelong learning skills.

Additionally, many of the entry-level jobs in this industry require a Baccalaureate degree or higher and RWBs generally focus on shorter-term training. For this reason, RWBs are well suited to assist in upgrading the skills of existing workers in this industry as well as assisting dislocated workers from other industries (e.g., manufacturing, telecommunications) transition over to this industry.

In coordination with the National Center for Simulation in Orlando, and the Digital Media Alliance of Florida, an assessment of the training/workforce needs of the industry in Florida will be accomplished through one-on-one meetings with company representatives. Existing training programs will be inventoried (Universities, Community Colleges, Private vendors) to determine their ability to match the existing needs of the industry. Based on training needs identified and existing training program availability, new/existing workers in the industry will be trained in relevant, timely areas. The estimated number of trainees and types of training will be determined after the assessment process.

Workforce Florida Teacher Shortage Project

To help meet Florida's critical need for teachers as a result of the state's recently implemented class size amendment, a joint short-term pilot program between Workforce Florida and the state's Board of Education was created to identify those areas of the state with the most critical teacher shortage needs due to population growth to: a) identify

candidates (e.g., dislocated workers) that can become teachers through the alternative teacher certification process; and b) expedite the transition of these dislocated workers into a teaching career. Particular emphasis was placed on candidates with bachelors' degrees in math/science disciplines to transition into math/science teachers, since there is a particular shortage of these teachers and to ensure the focus on high skills/high wages economic diversification. The Board of Education committed funding (\$1,000,000) as did Workforce Florida (\$250,000).

Information received from the Florida Board of Education (BOE) identified the number of teachers needed by fall 2003, by county. The five counties with highest need included Dade (2,928), Broward (2,385), Hillsborough (1,724), Palm Beach (1,563) and Orange (1,475). Lead contacts at each of these school districts responsible for the alternative teacher certification process were identified and shared with the appropriate regional workforce board contact. Additionally, the BOE released a Request for Proposal seeking competitive proposals from training providers, non-profits, and others to help meet the need for teachers this fall. Among other things, the RFP envisioned a partnership arrangement to rapidly train persons, including those dislocated from other careers, as teachers for fall 2003 placement. To ensure that the process was successful, the RFP required that the school district be an active partner in the process and that the district *commit to hire* any individual that is trained through the initiative. The RFP made available a total of \$1,000,000 for this purpose. Florida's regional workforce boards with the greatest need for teachers were alerted to this RFP opportunity. State-level dislocated worker funds, if requested by a RWB, can be used to: a) partner on this initiative, or b) assist any dislocated worker with a non-education bachelors' degree interested in becoming a math or science teacher through the alternative teacher certification process. Three regional workforce boards were awarded funds. Regrettably, only one of the three regions was able to encourage dislocated workers to pursue teaching careers.

Strengthening the Relationship between Local Workforce System / Economic Development Organizations

The chair from one of Florida's regional workforce boards, the Palm Beach Workforce Alliance, spearheaded an effort to bring together the state's six largest regional boards to discuss workforce/economic development strategies which have proven successful in the state's larger workforce regions with an eye toward improving outcomes for the state as a whole. The group identified common areas of success as well as concerns as a group. Common areas of success included relationships developed internal and external to the local board, exemplary performance, oversight and accountability and marketing. Common areas of concern included services to business and the community, system operational issues and One-Stop operations, and public relations.

These meetings resulted in the state's largest workforce boards in the south partnering together on local training initiatives, hosting joint board committee meetings, and focusing on regional approaches to workforce development. As a result, other areas of the state are pursuing a more regional approach to workforce system development and alignment with economic development regions.

Establishing Uniformity for Businesses with a Statewide Presence

Workforce Florida was approached by one of the largest employee-owned supermarket chains in the United States to assist the company in finding qualified, entry-level applicants for its retail supermarket stores, distribution centers and manufacturing facilities statewide. This company, headquartered in Florida, desires that a standard agreement be developed to facilitate the company's access to services through the public employment system, and enable personal relationships be developed in areas of the state depending on the unique workforce needs demanded by individual stores, distribution centers and manufacturing facilities. A draft memorandum of agreement (MOA) was developed, with comment and modification by Florida's 24 regional workforce boards, for the company's consideration. The agreement provides standardization for assisting in entry-level recruitment, providing an entrée into other workforce services available through the public employment system, as needed, and establishing an ongoing effective level of cooperation. The effort is currently on hold pending the company's resolution of internal company realignment. Once this realignment is concluded, the company's plans to re-open discussions with Workforce Florida and its 24 regional workforce boards on the draft MOA. If successfully implemented, this memorandum of agreement can serve as a model for developing other working agreements with companies that operate statewide.

Work Readiness Certification

Florida and several other states have joined a project to develop a national, portable work readiness credential that will signal to employers that individuals have the knowledge, skills and abilities to be ready to work. The other national partners are National Institute for Literacy (NIFL), National Skill Standards Board (NSSB), National Retail Federation (NRF), National Association of Manufacturers' Center for the Workforce (NAMCFW), and Center for Workforce Development of the Institutional Educational Leadership (CWD). Technical work will be carried out by research firms that are leaders in the area of adult learning, assessment, and technology: SRI International; Center for Literacy Studies, University of Tennessee; Human Resource Research Organization (HumRRO); and WestED. Additional states have expressed interest to NIFL to join the work readiness credential project – a move which is highly supported by Florida and the other original state partners.

Workforce Florida selected this national project based on the following elements:

- Any certification Workforce Florida would support/endorse should be a program that could be implemented consistently in all participating regions. If a client were "certified" as work ready it would mean the same thing in all 24 (or participating) regions. This is a critical element to ensure the workforce system communicates a consistent message to all Florida businesses.
- To ensure consistent implementation - critical assessment, evaluation/testing, learning and tracking components must be automated/computerized. "Paper/pencil" testing and assessment is too subjective and dependent on the quality and delivery of the instructor. [Note: Paper/pencil training, testing and assessment is also too costly to deliver, quality control/quality analysis and maintain.]

- Because of the importance associated with the concept of "certification" - it is critical that each phase of the development of a certification process be validated with a statistically significant sample as well as a sample from the appropriate representative population. Also, it would be essential that all validation processes be recognized as accepted standard operating procedures. This would best be done by nationally recognized experts.
- According to national surveys more than 40 percent of job applicants lack the basic and employability skills necessary to do the work. One important source of this skills gap is that there is no agreement between business and education and training on what it means to be work ready. A common national standard for work readiness will make it easier for education and training programs to target the skills and knowledge that are critical to workforce.
- Recent discussions regarding new federal common measures require "allowable/countable" certifications to be nationally validated. RWB or State developed certifications would not be accepted.

Five regional workforce boards (2, 12, 17, 18, and 21) have agreed to participate in this project and the first phase was recently completed. Nearly 100 Florida supervisors of entry-level workers from small, medium and large companies (as well as similar workers from other states) – across a variety of industry sectors – have participated in an on-line assessment providing information on what the most important skills, knowledge and abilities are necessary for entry-level work success – the beginning of a Work Readiness Skills Profile. To further validate the profile, two structured feedback sessions were held in Florida (September 30, 2003 in Orlando and October 1, 2003 in Destin) as well as in other participating states with entry-level workers and supervisors of entry-level workers. These sessions gained the additional input from nearly 50 Florida workers/supervisors. Altogether, nearly 450 persons from the participating states have provided critical information on what skills, knowledge and abilities are needed for entry-level work success. The current draft of the profile reflects importance ratings provided by these supervisors.

NIFL project staff has analyzed the revisions to the skills profile from all structured feedback sessions held across the states to identify patterns of congruence and divergence and to develop recommendations regarding a final Work Readiness Skills Profile. Recommendations were shared with members of the pilot's Policy Oversight Council (POC), of which Florida is a member, on October 30th in Washington, D.C. As a result of that meeting, state representatives suggested that project staff make special efforts to include workers/management from industries that were under-represented in both the on-line assessment and the structured feedback sessions. Those sectors include Retail, Hospitality, Telecommunications, Business & Administrative Services and Finance & Insurance. Additionally, since there was a lack of responses from small businesses (nationally and in Florida), NIFL/SRI will hold one national feedback session to include this sector drawing from associations who represent small businesses for input. According to NIFL/SRI a small business is one with less than 25 employees.

Validating and refining the Work Readiness Skills Profile is essential so that it can be used as the basis for a nationally portable certification of an adult's work readiness skills. The profile describes the tasks that are central to entry-level employment across industries and identifies the skills and knowledge that are most important in carrying out those tasks. Once the profile is refined through another round of feedback from additional groups as outlined above, the profile will provide the definition for what is assessed and certified in the work readiness credential.

As critical as it is to assess workforce readiness, equally important is the need to develop a strategy for providing necessary remediation for deficiencies identified in the certification procedure. For this reason, Workforce Florida has engaged in a project with the University of Central Florida and the National Center for Simulation to demonstrate the viability of developing technology-enabled learning approaches (i.e., simulation) that will remediate the soft skill deficiencies identified through the certification process. The project will demonstrate and validate a series of training modules that employ new and emerging technology-based solutions that have been proven to be effective alternatives to more traditional approaches. Groundwork will be laid for deployment of "virtual training rooms" that can be housed at local One Stop Centers around the state.

Challenges/Barriers

Joint Workforce/Economic Development Summit

For three years—1999 through 2002—Workforce Florida has hosted a workforce/economic development summit held in conjunction with the Florida Economic Development Council's annual meeting. The purpose of this joint summit was to continue to build relationships between workforce and economic development, showcasing best practices throughout Florida of effective and productive working relationships. The majority of attendees at these summits were economic developers from across the state and few workforce development professionals. Meanwhile, workforce professionals held their own annual workforce summit—since 1999—and have added an increasing number of workshops focusing on economic development and business outreach themes. The annual workforce summit has significantly more attendees and although these attendees are primarily workforce professionals, more business and economic developers are now attending.

It would make prudent use of both workforce and economic development professionals' time and funds to attend a true joint workforce/economic development summit with specific tracks that would attract and serve the interests of both groups. However, there still exists some reluctance by each group to give up a measure of its autonomy and core focus.

Future Goals/Strategies

Future Business Roundtables

Workforce Florida's first chairman, Lieutenant Governor Toni Jennings, is committed to host additional business roundtables with business leaders in regions statewide, at least one per quarter. The purpose of these business roundtables is to give these regional leaders an opportunity to provide direct input about Florida's public employment system and to offer

private sector solutions to the workforce/education issues raised at the strategic plan meetings. The focus will be on their assessment of the system; how it can better meet the needs of the business community; exploring how they can most effectively provide feedback regarding its effectiveness, value and quality of services; what they anticipate their workforce needs to be in the next six months to a year; and what is the best way for Florida's workforce to keep up with technological changes. These efforts will ensure that the public employment system in Florida continues to hear the "voice of business" and structures its services to be responsive.

Strategic Plan Aligning Economic Development and Workforce

Florida's business and community leaders will play a major role in shaping the state's economic future. Governor Jeb Bush has designated Agency for Workforce Innovation Director Susan Pareigis, Enterprise Florida President & CEO Darrell Kelley and Secretary of State Glenda Hood to work with Dr. Pamela Dana, Director of Tourism, Trade and Economic Development, to develop a strategic plan to chart Florida's economic future. The strategic plan process included a series of nine regional meetings.

Each meeting's agenda included a prioritization of issues, making recommendations and suggesting innovative solutions regarding economic diversification and job creation, workforce development, and infrastructure and livable communities. "When we diversify our economy, we strengthen our competitive position and become more resilient to national and global economic fluctuations," said Governor Bush, who created the task force earlier this year. "And in a strong economy, Florida businesses continue to thrive, grow and create more high-value jobs for our citizens." Governor Bush is expected to publicly unveil the unified strategic plan on January 31, 2004.

Targeted Industry Profiles—Identifying Florida Workforce Issues

For a number of years, Enterprise Florida has developed profiles of the state's targeted industries which include aviation/aerospace, biotechnology, information technology, plastics, manufacturing, business & financial services. These profiles describe the industry, employment, average wages, and areas of the state where the industry is present. In other words, the profiles provide an excellent snapshot of the industry as it exists in Florida.

Workforce Florida plans to build upon this targeted industry framework by translating their unique workforce needs to the public workforce system so that as a system, we can respond effectively to business and industry needs for a skilled workforce in high value-added industries. These workforce focused industry profiles will provide additional information on the types of occupations in the industry currently and prospects for job growth in the future, training/education/skill sets requirements (and where an individual might receive such training in the state), and best practices of school-to-work or industry-relevant examples.

Film Industry Consortium

Florida currently has nearly 10,000 workers statewide that comprise the state's film industry. Over half of these workers reside in the South Florida area. These workers are engaged in such occupations as script supervisors, film editors, and camera operators/technicians. Many

of these workers are contractual and provide needed services to a wide variety of film related projects statewide.

The industry is in the midst of a significant restructuring transitioning existing film technology to that of cutting edge technology--digital, high definition, pixel. Without retooling the skills of Florida's existing workers in this industry, Florida will be at a competitive disadvantage. Many prized film development opportunities will simply go to our competitor states (New York, California, Texas, New Mexico) and abroad.

The Film Industry Consortium will provide short-term digital technology training to workers in Florida's film industry through an industry consortium approach. Appropriate companies and trainees will be identified through the Governors' Office of Film and Entertainment in partnership with the statewide industry association, Film Florida, as well as preferred vendors (public and/or private) of digital technology training. Specific "Digital technology training" is to be identified and defined by the Governors' Office of Film and Entertainment in partnership with the statewide industry association, Film Florida. Such training can be provided at a common site (e.g., Universal, MGM Studios, training institutions, company site) or through interactive, web-based mediums. Training may occur concurrently at different locations statewide or sequentially (i.e., North Florida area to be followed by South Florida area).

Florida Manufacturing Advisory Council

With manufacturing employment declining nationally (estimated at 1.6 million jobs since 2001) and in Florida (estimated at 35,200 jobs over the same time frame), it is important that the state prioritize and act on issues that affect our state's manufacturers' ability to compete globally for market share in an increasingly competitive environment. Enterprise Florida, as the state's economic development organization, chaired by Governor Jeb Bush and with a board comprised of top business leaders throughout the state, has taken the lead on the formation of a Florida Manufacturers Advisory Council.

Workforce Florida was contacted by its sister agency to help identify and nominate Florida manufacturers to participate in this initiative. Each of our 24 regional workforce boards was contacted to obtain their respective nominees as well as those manufacturers currently serving on our Board of Directors. Enterprise Florida also contacted each of the state's primary county and regional economic development organizations for their nominees. A total of 87 nominees for the Council have been identified through these collective efforts.

The first organizational meeting of the Florida Manufacturers Advisory Council is to be held on December 2, 2003. Enterprise Florida recently sent a survey out to each of the nominees to identify priority issues prior to the December 2nd meeting. The survey is expected to uncover a variety of business climate issues, including those related to workforce development and education. Workforce Florida staff will attend this first meeting and will provide support, as needed, on any subcommittee efforts that unfold relating to workforce/training issues uncovered through the survey and Council discussions.

Expansion of the NEC

Shortly after the Disney/SBA NEC effort was well underway, US DOL announced Project GATE—Growing America Through Entrepreneurship. USDOL made available \$9 million for five years to various sites around the country for business formation activities in cooperation with US SBA. Florida thought that it would be able to compete for these funds but found that sites had been pre-selected. We were invited by Emily DeRocco to apply for federal funds for the Florida NEC operation. We submitted our grant request of \$3 million over a three-year period in early July. The majority of these funds would go into individualized training accounts for any persons statewide that wish to pursue entrepreneurial training and enable us to expand the reach of the NEC into a true statewide initiative with strong linkages to our regional workforce board system.

Employer-Specific Training Programs – Further Outreach

As noted in the Challenges/Barriers sections of the Quick Response Training and Incumbent Worker Training programs, more outreach efforts are planned. These outreach efforts will be targeted to those areas of the state where these programs are currently underutilized (rural, urban distress) as well as focused on investing all annual funds for these programs into training despite the slowdown in job-creating business expansions and relocations. Specifically, a provision in the Quick Response Training program that provides for retraining *existing* workers to meet changing skill requirements caused by new technology or new product lines *to retain jobs* and to prevent potential layoffs. To put this investment strategy into play to assist Florida companies increase overall productivity, technical assistance will be provided to Florida's economic development organizations and other partners.

Aggressively Pursuing Other Non-Federal/State Funds

Changing economic realities require that we become more aggressive in our pursuit of other funding sources to further leverage our limited federal/state workforce dollars and thereby expand our reach of services to the state's citizens and businesses. The Office of Business Outreach and Workforce Florida's policy councils plan to work even more closely with Workforce Florida's grant coordinator to identify and pursue all available funding sources. This renewed focus on an aggressive investment strategy will ensure that Florida continues to compete well for funds that assist us in meeting current and future workforce challenges.

HIGH SKILLS/HIGH WAGES COUNCIL

Purpose: To develop strategies which align Florida's education and training programs with high-paying, high-demand occupations that advance individuals' careers, build a more skilled workforce and enhance the state's efforts to attract and expand job-creating businesses.

The High Skills/High Wages (HS/HW) Council continues its emphasis on promoting skills upgrade training for existing employees in order to "build a more skilled workforce and enhance the state's efforts to attract and expand job-creating businesses." Experience gained from the first year's training Challenge grant and last year's Targeted Industry Training Challenge provided useful tools to help refine and update funding priorities, strategies and FY 02/03 initiatives.

2002-2003 Highlights

Skills Upgrade Training

The Council voted to allocate \$4,275,000 (WIA 15%) to provide short-term, skills upgrade training to incumbent workers in Florida's targeted industries. These industries have been identified by Enterprise Florida, Inc., the state's economic development entity, and the Governor's Office of Tourism, Trade and Economic Development as having the greatest potential for growth and overall economic impact to the state. A competitive RFP was issued with the overall goal of training a minimum of 5,700 existing employees statewide. The RFP also stressed the development of partnerships and the strengthening of relationships between local economic development organizations, Regional Workforce Boards, training providers and targeted industry businesses. Seven Regional Workforce Boards and two statewide industry consortium projects were awarded to retrain/reskill 5,785 existing workers. The results of this challenge generated a total of 5,398 incumbent workers (93% of the goal) receiving training. The state's average investment per trainee was \$730.

Employed Worker Training Initiative

In the fall of 2002, Regional Workforce Boards were required to modify their five-year plans to include an element for an Employed Worker Training Program. In their modifications, the boards were required to: 1) specify methods for upgrading the skills of existing workers in their respective region; 2) address how additional funds could be leveraged; 3) how partnerships could be developed to accomplish this 4) to identify lead contacts. To assist the Boards in establishing and utilizing this program as specified in their five year plans, funds in the amount of \$550,000 (WIA 15%) were offered through a request for proposal process. Twenty-two regions participated and used their funding for direct skills upgrade training and start up funding for implementation of an EWT Program. This effort resulted in 639 employees receiving training at an average investment per trainee of \$755.

Teacher Training Initiative

The purpose of this initiative was to provide assistance to dislocated workers, particularly those with bachelors' degrees, to transition to teaching careers (emphasis in math/science). Funds in the amount of \$250,000 (WIA 15%) for 100 trainees were awarded to three regional boards with critical need for teachers – Regions 12, 21, and 23. The project will end December 31, 2003.

Policy Initiatives

Priority Industry

A comprehensive research paper on the biotech industry in Florida was completed and presented by Council staff. It was decided that the Council's selection of a priority industry would be the biotechnology sector in an effort to elevate Florida's ability to attract, retain, and grow this sector in the state.

Employed Worker Training Start-up funding

A continuing common theme is the need for skills-upgrade training. The demand for training assistance from the statewide Incumbent Worker Training program was evidenced by requests totaling in excess of \$ 7.1 million for the limited \$2 million allocation. To this extent, each Regional Workforce Board submitted modifications to their five-year plans which specified methods for upgrading the skills of existing workers in its region, how additional funds would be leveraged, how partnerships would be developed to accomplish this objective and to identify lead contacts. All plan modifications were approved and \$25,000 each in start-up funding was awarded to 22 regions to implement employed worker training activities.

Workforce/Economic Development Summit

In conjunction with the Florida Economic Development Council's annual conference, this Summit was held in October in Panama City. The mission of the summit was to strengthen linkages between Florida's workforce and economic development systems, generate discussion on workforce issues and create a vision of where the system needs to go to improve our economy.

Challenges/Barriers

Leveraging limited state level incumbent worker training funds by implementing employed worker training initiatives at the regional level continues to be a tremendous challenge. Updated Employed Worker Training (EWT) guidance papers as well as the addition of the EWT performance measures in the red and green report have laid the foundation for making progress in this area. Improved communication and linkages between the state High Skills/High Wages Council and local board High Skills/High Wages committees are also needed to maximize and enhance the state's mission of attracting and expanding job-creating businesses. A High Skills/High Wages State Forum is scheduled in the fall of 2003 to provide an opportunity for regional HS/HW committees to identify common issues and solutions and showcase best practices.

Future Goals/Strategies

The Council has identified the following goals and strategies for the 2003-2004 program year:

- **Biotechnology sector training** – issuance of an RFP to conduct focus groups, perform needs assessment, design, develop and deliver a modular, short-term, web-based, interactive, industry validated training program.
- **Employed Worker Training** – provide competitive funding to Regional Workforce Boards to continue implementation of employed worker training activities as specified in the five-year plan modifications. Awards will be based on EWT activities/performances to date, needs and number of currently employed workers in targeted industries and projected outcomes for FY 03/04 as approved by the Regional High Skills/High Wages committees and primary economic development organizations.
- **Statewide training/technical assistance workshop for regional High Skills /High Wages committees** – Provide a forum for sharing best practices and identifying common issues and solutions; linking regional committees with the state council; strengthening communication and advancing the strategic plan objectives; and increasing the involvement of business sector members.
- **Labor Market Information Services** – provide funding to Regional Workforce Boards to expand and customize products and services offered by the Agency for Workforce Innovation (i.e. industry cluster analysis; employment demographics, profiles by industry and occupation, special employer surveys) to enable employers, job seekers and economic development organizations to have relevant information to make good business and career decisions.
- **Teacher Initiative** – continue to monitor the progress of the partnership established with the Department of Education to transition dislocated workers from Florida's high tech industries into teaching careers with an emphasis on math and science.

Quick Response Training

Florida and its communities must compete aggressively to attract new businesses and support expansion of existing enterprise. Investments in economic development create higher paying jobs, and in turn, build desirable living environments. Started in July of 1993 within the Florida Department of Commerce, Division of Economic Development, the Quick Response Training (QRT) Program was the state's first attempt to link workforce development with economic development. It enabled Florida to compete with other states that typically have customized training budgets three to four times greater than Florida's resources for this critical location and retention incentive.

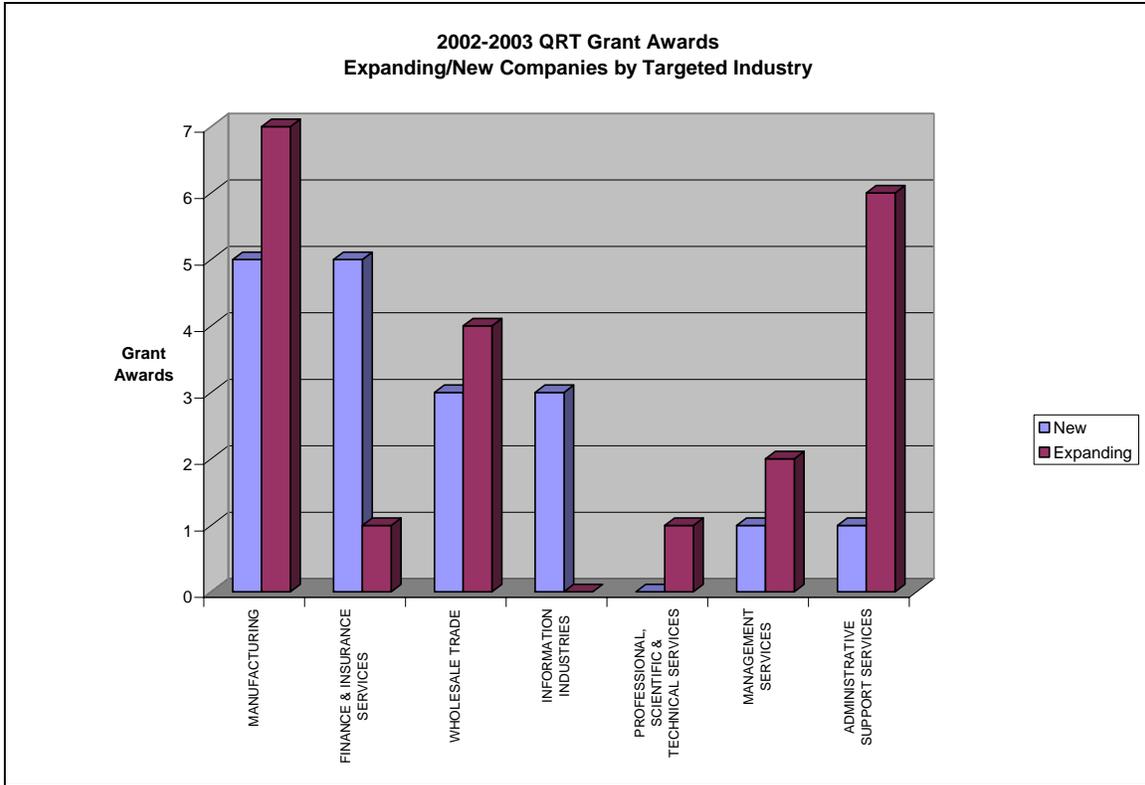
Today, QRT continues to be a vital component of Florida's economic development efforts, providing customized training for new and expanding targeted businesses across the state. In less than ten years' time, this employer-specific, customized training program has played a key role in the location or expansion decisions of over 300 competitive economic development projects. These projects have directly created over 85,000 new jobs in Florida.

The QRT program partners with Enterprise Florida, economic development organizations, chambers of commerce, community colleges, technical schools and universities as well as Regional Workforce Boards to support local economic development and workforce development strategies. Grant funds are provided for customized, entry-level skills training not available at the local level. Companies receiving the grant funds gained skilled employees for their operations reported increased profitability from enhanced employee productivity and faster implementation of startup and expansion. In addition, Florida residents hired for these new high skill/high wage jobs earned a salary while learning new skills that increased their employability now and in the future.

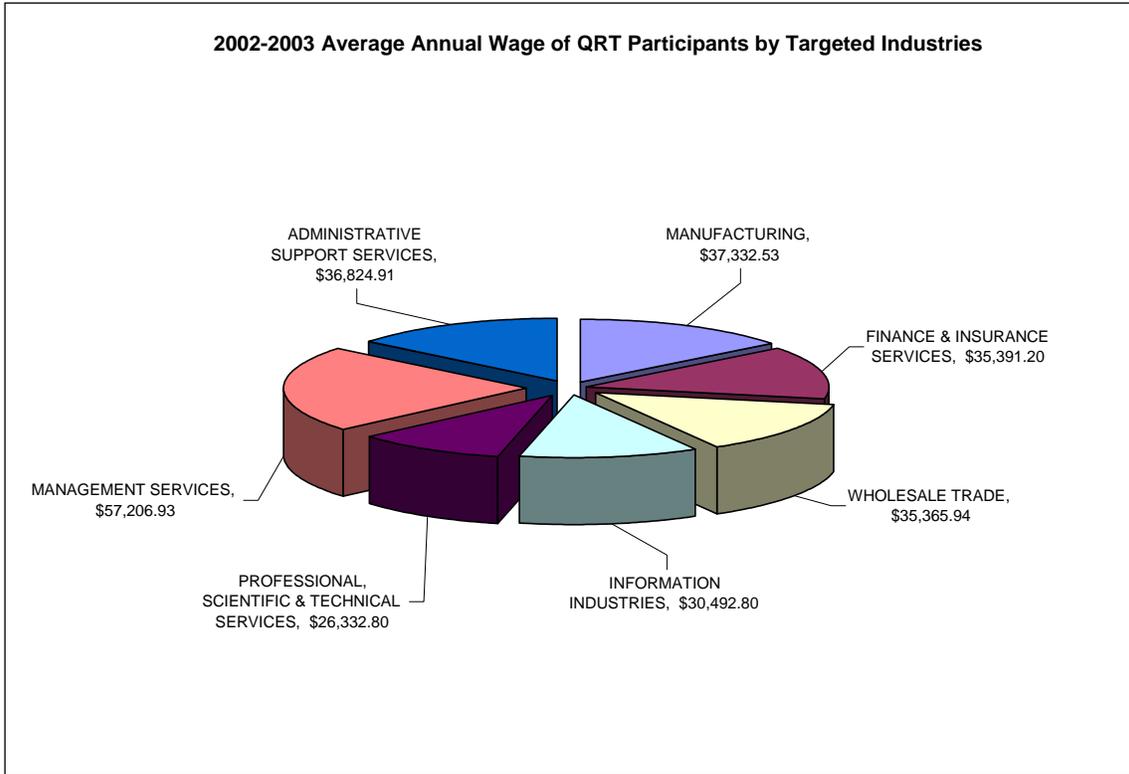
2002-2003 Highlights

Grant funds were awarded to 39 quality economic development projects totaling \$7,822,434 to provide training for 9,382 new employees. Table 1 presents 2002/2003 QRT grant awards by targeted industry and new or expanding companies. Twenty one of the 39 grants will benefit the expansion of existing Florida businesses, and eighteen will reimburse training costs and reduce up-front expenses for businesses new to the state.

The greatest number of trainees (33%) was in the manufacturing sector (see chart below). This industry sector is composed of machining manufacturing, pharmaceutical manufacturing, transportation equipment manufacturing and metal manufacturing.



The average annual wage for the new jobs created with QRT assistance ranged from \$26,332 for the Professional, Scientific & Technical Services industry category to \$57,206 for the Management Services industry category substantiating that these new jobs present high wage opportunities for Floridians (see chart below).



All QRT training grants are performance based. Companies must create the high skill/high wage jobs and hire and train new employees before any training costs are reimbursed. Training costs eligible for reimbursement include instructors/trainers salaries, manuals/textbooks and curriculum development. Through the companies' in-kind-matches to the training programs, Workforce Florida augmented the state's investment of \$6 million with an additional \$115.5 million in private sector contributions. This resulted in Florida workers receiving a total of \$14.77 in training benefits for every \$1.00 the state invested with program costs being contained to an average of \$714 per person.

Challenges/Barriers

Throughout Florida, the economic downturn and the lingering effects of 9/11 caused many businesses who were preparing to expand to change their hiring timelines. Consequently, funds originally committed to these specific training projects were recouped to the program for potential redistribution. Given the modest growth in job-creating projects, a significant amount of funds remained uncommitted in addition to the annual state appropriation. Florida, like many other states, was faced with economic budget realities. As a result, the 2003 Legislature reduced the amount of QRT's annual program allocation by \$1 million or 20%.

The rapidly changing economic climate requires that we continue to assess how this important economic development tool can best meet the needs of today's businesses many of which are struggling to maintain competitiveness and retain the jobs they currently have. Florida is the only state in the nation to maintain a record of positive job growth over the last

20 months. However, most of this job growth is in industries that provide service-related occupations that pay wages *below* the 115% of statewide average wage required for this training incentive program. For this reason, more outreach efforts need to be made to reach businesses that are retooling or adding new product lines to maintain competitiveness and to avoid layoffs. Additionally, outreach efforts need to be made to key areas of the state where the QRT program is currently underutilized: rural areas, enterprise zones, and critical areas of economic concern. For example, during the fiscal year 2002/03 QRT used only 14% of its funds for projects in the state's enterprise zones, only seven percent in rural areas and only three percent in distressed inner cities. All together, just over \$1.8 million was used for training in these targeted areas. WFI will increase its marketing efforts to reach out to economic development partners and businesses in these areas of critical need, as well as to those businesses seeking to retool to maintain competitiveness and retain jobs, by providing "hands-on" technical assistance to help invest these training funds to benefit the state's businesses and their workers.

Future Goals/Strategies

In order to future increase the nexus between economic and workforce development, Workforce Florida plans to implement a new strategy that requires project companies receiving QRT program funds to list the company's job openings in the local One-Stop Career Centers in their area of location. This strategy is based upon a local economic/workforce development best practice implemented in Brevard County by the Economic Development Commission of Florida's Space Coast and the Brevard Workforce Development Board. Among other things, this strategy will greatly increase the awareness of the public employment system services available to businesses, particularly those creating high wage, value-added jobs within the community.

WFI worked with its many marketing partners in business, labor and government. Training funds were targeted towards businesses and industries with the greatest potential impact on Florida's economy including biomedical and aerospace. Formal marketing for the Quick Response Training Program has not taken place since its inception in 1993. During the 2002/03 fiscal year, WFI staff visited several sites throughout Florida to showcase the QRT program, and during the upcoming year, plans to schedule additional site visits with the goal of strategically investing all of the state's allocation for this important program.

Incumbent Worker Training

The Incumbent Worker Training (IWT) Program provides expense reimbursement grant funding for training the incumbent workforce of existing businesses. It was created in an effort to be proactive in maintaining worker skills and assisting Florida companies to remain competitive through upgrade skills training for existing workforce. This advanced skills training not only benefits the employee, but the employer and the state. If an employee faces a lay-off situation, these skills will assist them with reemployment. As an economic development tool, it produces highly skilled and knowledgeable workers which positions Florida to attract new businesses to the state or to provide expansion opportunities for existing employers. The program is administered by Workforce Florida and is funded from the state's 15% discretionary funds provided by Florida's allocation of Federal Workforce Investment Act (WIA) dollars. Since inception of the program in 1999, the IWT Program has provided training funds for over 29,589 existing employees for more than 405 businesses.

To be eligible to receive an IWT grant award, businesses must have been in Florida for a minimum of one year, have at least one employee, and certify that the business is current on all state tax obligations. The business may use public, private, or its own in-house training provider based on the nature of the training.

"Training is directed toward a higher skill level. New, junior level technicians are now trained from the first to be team leaders and advanced skilled technicians. Training is not just learning by rote. For example, the theory behind EPA test methods is taught so that the technicians may become decision makers in the field."

*Joseph L. Cooksey, President
Ambient Air Services, Inc. (AASI)
Stark*

Funding priority is given to:

- Businesses with 25 or fewer employees
- Businesses located in rural, enterprise zone, Brownfield and inner-city areas
- Businesses in a qualified targeted industry.

All training grants awarded to companies are performance-based, expense reimbursement contracts, with companies only being reimbursed for approved and documented training expenses associated with a specific number of incumbent workers completing training during the contract period.

2002-2003 Highlights

In the third full year of program implementation, following a pilot in FY99/00, the Legislature allocated \$2,000,000 to the state IWT Program for FY02/03. The demand for incumbent worker training assistance was evidenced by requests totaling \$7,170,170 from 110 companies. Grant awards totaling \$2,633,661 were made to 3 consortium projects and 74 individual companies in 26 counties. By June 30, 2003, the 56 companies and 2 of the consortium projects had trained 8,809 incumbent workers.

Based on these awards, the actual state investment per trainee was \$213 for fiscal year 2002/03 funds. The employers' contributions for these funds totaled \$1,145 per trainee.

The types of skills training funded by the IWT grants were very diverse. Examples include: industry-specific technical skills, lean manufacturing, quality assurance and compliance (including ISO 9001 and other industry-specific skills), computer application skills (both general and industry or company-specific), customer service and supervisory/leadership skills.

Funding Priorities Performance

Florida Statute directs the IWT program to give funding priority to projects in several areas that strategically assist with strengthening Florida's economy.

These include:

Businesses with 25 or fewer employees.

Forty-one businesses with 25 or fewer employees applied for IWT grant awards. Sixty percent of these (25 businesses) were awarded training grants representing 33% of all IWT Program training grants awarded in FY02/03.

"Goals and objectives exceeded expectations. The highlight was the motivation and teamwork exhibited.

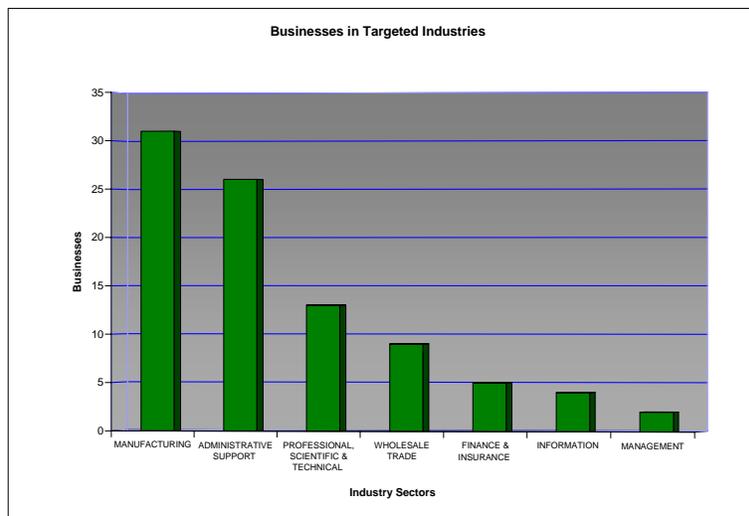
*Dennis Battistella, Plant Manager
G.A. Braun - Ft. Lauderdale*

The IWT Program also measures performance by the number of grants provided to companies with 100 or fewer employees. Fifty-seven applications were received from businesses with 100 or fewer employees. Fifty seven percent of the small businesses in this category (33 businesses) were awarded state IWT Program training grants. This represents 44% of all IWT Program training grants awarded in FY02/03.

Businesses located in rural and inner city areas. Ninety percent of the businesses located in rural, distressed inner city areas, and/or enterprise zones that submitted IWT grant applications (10 businesses), received grant awards. This represents 31% of the total number of training grants awarded in FY02/03

Businesses in a qualified targeted industry.

Sixty five of the businesses receiving IWT grant awards represented all 7 of the major industry categories on the Qualified Target Industry list identified by the Office of Tourism, Trade, and Economic Development (OTTED) in consultation with Enterprise Florida, Inc. This represents



92% of all the grants awarded.

Challenges/Barriers

Funding requests continue to remain at a constant level - hovering around the \$7 million mark per year for the past three years. With a statute-limited appropriation of \$2 million each year, most grants are awarded within the first quarter to six months of the fiscal year. Companies seeking funding after this point are often not able to receive awards as the funds have already been committed. Many interested companies pre-screen the availability of funding and do not go forward with an application as they are aware of the unavailability of funds. Likewise, any company seeking training assistance in the second half of the fiscal year is also at a disadvantage due to the same reason. Although it is not entirely clear as to why funding requests remain at a constant level, the statutory cap on program funding likely figures prominently in the lack of growth in requests.

Given the statutory cap on state-level incumbent worker training funds, a continuing challenge remains to effectively leverage these funds with local-level funds designated for employed worker training initiatives. Steps have been taken to make progress in this area with a revised Employed Worker Training policy guidance paper, which highlight differences between the state-level program and local-level programs; adding a measure to track this performance on the “red and green” report; and providing additional state-level WIA funds to further bolster for regional training awards patterned after the state program.

In the past consortium-type projects have proven to be a good vehicle for training, especially for smaller companies, and because of the economies of scale associated with such efforts. Depending on the type of training required, it is sometimes difficult to coordinate this type of initiative unless without strong industry sector leadership. Other issues include scheduling the training at times convenient to participating companies and selecting an accessible location for participating companies.

Future Goals and Strategies

Several areas/regions of the state have had little or no participation in the IWT program. Plans are to make a more concerted effort to outreach to these areas with special focus on Brownfield, enterprise zones, areas of critical concern and rural areas. By developing and implementing a plan, technical assistance and guidance can be delivered to the various regions to assist them with their incumbent worker and employed worker training efforts.

Increased funding for the Incumbent Worker Training program is much needed as evidenced by the demand. Other states are ramping up their efforts and are funding their programs at levels that are as three times or greater than Florida’s (e.g., Oregon recently set aside \$6 million in its state-level WIA allocation for incumbent worker training). Florida should evaluate whether its existing annual allocation should be increased in order to provide more training dollars to provide further skills upgrade training as a business retention tool and to assist Florida companies maintain their competitive edge.

BETTER JOBS/BETTER WAGES COUNCIL

Purpose: To assist families transitioning from welfare to work, former welfare recipients working in low-wage jobs with limited mobility, and the larger population of underemployed adults move toward self-sufficiency by employing prevention, diversion, pre-employment and post-employment strategies that focus on engaging employers and facilitating non-traditional training/education programs.

The Better Jobs/Better Wages Council defines the overarching goal and objectives for Welfare Transition Program clients, Welfare-to-Work Program clients, and underemployed adult workers. To accomplish its goal and objectives, the Better Jobs/Better Wages Council partners with the 24 Regional Workforce Boards and other organizations that have an interest in improving Florida's workforce to better meet the needs of the state's businesses. The Welfare Transition clients and the underemployed adult workers are funded with a federal grant, the Temporary Assistance for Needy Families (TANF) from Health and Human Services (HHS). The Welfare-to-Work Program clients, which include hard-to-employ welfare recipients and eligible non-custodial parents, are funded through a federal grant from the United States Department of Labor (USDOL). Please refer to Appendices for short-term and longitudinal outcome measures specific to the Welfare Transition and Welfare-to-Work Programs.

At the beginning of the fiscal year, the Chairman of the Workforce Florida Board of Directors in consultation with Better Jobs/Better Wages Council members identified specific Council responsibilities/priorities that guided all Council funding and policy initiatives for fiscal year 2002-2003. These responsibilities/priorities are:

- Partner with the Department of Children and Families (DCF) and RWBs to develop a plan to address all elements of TANF Reauthorization.
- Develop a plan to maximize the use of state resources and benefits of state investments (Maximize the ROI).
- Develop a plan for going forward without specific funding.

The Council determined that all Council funded grants would be limited to initiatives that specifically included the following: a description of how the employer community needs would be addressed; a description of an effort to obtain maximum leveraging of other funds (federal, RWB, private funds, etc.); a description of a process for replication; a defined plan for sustainability; and attestation that the program was non-duplicative of existing projects/programs. Further, funding would be limited to initiatives that target programs for employed workers and training strategies that target occupations on the 2002-2003 regional Targeted Occupations Lists (TOLs).

2002-2003 Highlights

Career Advancement and Retention Challenge (CARC) II.

The current year CARC II project focused only on post-employment/employed worker training. A \$3.9 million dollar grant solicitation was issued. The grant sought innovative,

employed worker training programs for current and former welfare recipients and working needy poor families at risk of welfare dependency. Respondents to the solicitation were required to describe strategies to address customer outreach, employer engagement, retention services, coordination of post-employment services and training provider outreach/engagement. As a result of the competitive process, fourteen regional workforce board projects were funded.

CARC II was very successful. Actual enrollments and completions were 122% of the planned target numbers. Target numbers for achieving an earnings gain, obtaining an upgraded position and successfully achieving certification, diploma or degree have already been exceeded and final outcome numbers are not due until December 31, 2003. The quantitative outcomes for CARC II attest to the success of focusing the state funded demonstration projects on post-employment/employed worker skills upgrade training. The qualitative outcomes of CARC II have validated premises garnered from previous national and state demonstration projects. Those premises include the following:

- Career advancement and retention are critical to employed Welfare Transition clients moving along the continuum towards self-reliance and ultimately self-sufficiency;
- Skills upgrade training (job related and other postsecondary education) is required to ensure the client's success in achieving career advancement and retention;
- Welfare Transition clients need assistance/mentoring in balancing work and family responsibilities in order to access training/education opportunities;
- The first challenge is to identify and market the opportunity to the client;
- Employer engagement and cooperation is absolutely critical to the success of employed worker training initiatives;
- Employers will participate as soon as they understand the benefit to their bottom line;
- RWBs must encourage training providers to offer non-traditional flexible programs;
- RWBs must facilitate the collaboration of the worker, employer and training provider.

Regional Workforce Boards solicited feedback from workers, employers, training providers and mentors participating in the CARC II demonstration project – a sample of the comments is provided below.

- ***Hillsborough County Businesses***

“Some of my employees that received training were on the verge of being let go but now I can say they are rated amongst the best.”

“We are anxious to continue offering additional training programs.”

“Students showed an improved skill level and are asking higher level questions of the supervisory level technicians.”

“The employers’ board, at its business meeting, officially recognized the students for their participation and completion of the program. In addition, the board recognized the program for providing the advancement of their employees’ skills.”

“I’m very pleased they were offered flexible scheduling for training so they could continue to offer maintenance to the residents, even with a reduced work force.”

“Since we’ve experienced a reduced budget this year, additional skills training for each student allow us to improve their productivity.”

“One of my Hispanic employees also enrolled in additional ESOL courses to assist with his maintenance training, and now he performs better.”

- ***Alachua County Businesses***

“Your assistance with students in the correctional program was greatly appreciated. The assistance provided by your organization allowed the students to complete and enter a professional field.”

“This was well planned and implemented. The portable computer lab was a plus. We plan to use this service many more times in the future.”

“The planning, preparation and execution of classes was great.”

- ***Brevard County Businesses***

“Job Link’s contribution to our training really helped us meet a critical need! Thank you.” Ola Moseley, A Country Place, Titusville

“Your program is such a wonderful and needed program. Your ability to offer training to the most in need like single moms makes it a vital resource to our community. Also your other services like job postings are such a benefit to employers. You always seem to visit when I need you most and help me get done what I don’t have time to do with all the demands on my schedule. I am personally impressed with the professionalism of the Job Link representatives who visit my facility!” Carolyn Sheppard, Executive Administrator of Sand Point Assisted Living and Senior Center

- ***Alachua County Workers***

“This is a great service and is a great opportunity for many people.”

“Although we are not using MSOL 2000 program in my job, it was very useful to know. I really enjoyed the classes. After I was able to show what I had learned I was promoted from Data Entry Clerk (\$7.95/hr) to Sr. Adjustment Clerk (\$10.00/hr).”

“Everything was great, I wouldn’t change a thing.”

“The whole class was valuable learning experience to me. I just wish we had more time.”

“The class struck an interest in me to become a medical coder. I have been accepted into the Medical Coding Program at Santa Fe Community College this fall.”

- **Brevard County Workers**

“What I received from this program is very educational and rewarding to me. Overall, the guidance I received from my Career Coach was very supporting for me to continue and go to a higher standard.” Terri P.

“Because of this program I am maintaining my current employment while focusing on the how-to’s to accomplish my long-term goal.” LaDonna B.

“I love what I do working in Dietary at Vista Manor - especially the residents. Being able to take the Dietary Management course by correspondence will give me a promotion to Dietary Assistant manager. I could not have done this without mentoring help and Target Success Program!” Neisha S...

“Thanks for the opportunity to take the Dietary correspondence course. Not only is my employer behind me 100% but our head nurse has agreed to be my mentor.” Suzanne G.

- **Alachua County Training Provider:**

“Enjoyed the opportunity to assist workers to advance.”

“Funding enabled assistance that would otherwise not be available & created jobs.”

- **Brevard County Mentors:**

“I would like to feel that my performance as a mentor provided a motivational inspiration for the mentees. I think I was most useful to my mentees through encouragement. Through encouraging words I instituted the importance of discipline such as, to always perform to the best of their abilities through good study habits, and strive for excellence. If I was involved in a similar program next year, I would not change a thing.” Chris W.

“I want to take a moment to thank you for allowing me to be a participant in program! I believe that Thursday, March 13th was a day that I will never forget! I had hoped that I could provide “something” to help my mentee and had not considered what my mentee could provide to me. She finds hope in my life experiences, a chance to side step mistakes and capitalize on accomplishments. My

past no longer carries with it painful memories, but the promise of hope for someone else.” Sarah M.

Passport to Economic Progress Pilot Demonstration

This demonstration project (Hillsborough and Manatee Counties) was designed to increase family income levels and provide services to assist families in achieving and maintaining economic self-sufficiency through the provision of extended transitional services and wage supplementation up to 100% of federal poverty guidelines. The final report submitted to the Governor and members of the Florida House and Senate made the following recommendation:

- The Wage Supplementation element should be replaced with a strong performance based program that defines specific incentives and bonuses for achieving benchmarks in the self-sufficiency plan while the client is working full time.
- To facilitate consistency and coordination of programs throughout the service area, the Suncoast Workforce Development Board requests that the demonstration include both Manatee and Sarasota counties.
- The redesign of the Passport to Economic Progress Demonstration Program should include an element that allows for outreach to employers/businesses and incentives for retention, facilitating skills upgrade training tied to opportunities for career advancement and/or earnings gain.

The recommendations were incorporated into the new project design and the next report is due in January 2005.

TANF Planning and Business Outreach Grant

Regional Workforce Boards were invited to request FY 2002-2003 TANF funds. There were \$700,000 dollars available and these funds had to be utilized by June 30, 2003. Funds were awarded to RWBs to fund outreach to primary county economic development organizations, businesses/employers, non profit community groups and local training providers. The focus of the outreach included the following:

- develop a plan of action with local partners to identify, address and minimize the negative impact of the war/terrorism (for example; increased unemployment and lack of job opportunities for the TANF population) on the community;
- develop a plan of action with local partners to identify specific local workforce needs in the post-war/terrorism period, including those workforce needs related to business retention/expansion and increased placement opportunities for TANF clients;
- identify post-war/terrorism retention strategies for TANF eligible employed workers;
- identify/fund short-term training needs to prepare both the TANF eligible employed worker and job seeker for post-war/terrorism jobs.

All requests were evaluated to determine demonstrated need, ability to use such funds, and availability of local formula funds. Those requests that demonstrated creative, innovative and timely responses to meet the challenge, including leveraging of other sources of funds, specifically demonstrating private sector business demand, and providing evidence of collaborative partnerships with industry consortiums, business associations, economic

development organizations and training providers received priority consideration. Ten RWBs were funded. Project descriptions are included in the following table.

RWB	Project Description
2	Participate in on-going project (Business Community Pilot) with local partners to conduct workshops at the One-Stops to communicate to small businesses owners the menu of services/referrals available at the local One-Stops to help reduce the economic impact of situations like war. Will also take the opportunity to inform the businesses about the on-going resources available through the One-Stops including not only entry level job seekers, but also opportunities such as CARC for eligible employees who need skills upgrade training, based on the employers needs.
5	Partner with EDC, educational organizations to conduct workshops, design/deliver survey to focus on critical strategies to address job creation/placement/advancement and strategies for targeted training to meet immediate business needs – specifically entry-level manufacturing jobs and other opportunities for TANF eligible population (either entry level placement or skills upgrade training for employed workers-CAR II).
8	Partner with regional EDC to conduct workshops, one-on-one meetings, develop/design/conduct survey to identify small business needs as it relates to contingency planning and recovery to contribute to a more disaster resilient business community that can keep workers employed. Small businesses employ more than 50% of private sector workers in this region. This is particularly important as it relates to entry level TANF clients who were impacted with post 9/11 lay offs. Retention strategies that include the value of transitional services and skills upgrade training for TANF eligible workers will be implemented.
10	Partner with local EDC, Small Business Development Center, community college and regional manufacturing association to conduct outreach and identify solutions to critical issues resulting from post-war events. RWB will specifically focus on needs that relate to impending closures, emergency staffing issues as well as skills upgrade training to facilitate retention and potential advancement /earnings gain for entry-level workers.
12	Partner with various groups to develop 5 projects designed to identify impacts, assess immediate workforce needs, develop specific employment strategies for the high TANF population Orlando Parramore Neighborhood and deliver appropriate short-term training to meet targeted TANF eligible and employed and unemployed worker needs in the post war job market.
15	<p>RWB will sponsor a broad based and collaborative forum between Tampa Bay Workforce Alliance and key economic development organizations. (Tampa Bay has been impacted by the large number of troops from Mac Dill AFB, Local National Guard and Reserve Units that were deployed to Iraq).</p> <ul style="list-style-type: none"> • The focus of the collaboration is to jointly identify local industry segments and/or customers (businesses and job seekers) impacted by the current, military situation. • Conduct focus groups to assess employer recommended tactics to address immediate workforce needs as well as “new” workforce needs created by post-emergency opportunities - (connecting job seekers with employers to fill vacancies due to troop deployment as well as longer term plans to identify “next” placement opportunities for clients that fill vacancies which resulted from the deployment; and maximizing transitional services as a retention strategy to better meet the needs of both the employer and the newly employed TANF eligible worker). • Use information from outreach and focus groups to carefully match all training efforts to identified opportunities and maximally leverage training resources.
17	Develop enhanced capacity to conduct accurate planning. Create a current, comprehensive, searchable data base to be used in the planning process. Factors to be considered throughout the planning process will include:

	<ul style="list-style-type: none"> • Analysis of the impact of 9/11 (specifically on entry level employees) in relation to potential future impact. • Analysis of both the industries and occupations that are currently affected, as well as those potentially affected, by the war. Identify immediate opportunities to match job seekers with open positions as well as plan for shifting those workers to permanent jobs when military personnel return home. • The number of jobs likely to be impacted, as well as the skills of residents in those jobs. This will be analyzed in relation to jobs that will continue to grow so that partners can develop “skills gap” training plans for both the first time job seeker as well as employed worker. <p>An analysis of where former TANF recipients have gained employment over the past two years as a means to determine how many are likely to be affected by further economic downturn.</p>
21	<p>RWB will partner with local EDC, businesses, non-profit community groups and training providers to create a focused recovery plan. Strategies will include preparing, distributing and analyzing a survey; conducting a countywide business event – including County Enterprise Zones and rural areas; preparing informational materials for businesses and job seekers. Resultant recovery plan will be available and applicable for varying situations that could negatively impact the local economy and business community. Plan will also define a process for quickly accessing appropriate community groups/businesses to accurately identify job openings, promotion opportunities and incumbent worker needs so the One-Stop can place and assist in retention/advancement for entry-level job-seekers.</p>
22	<p>The purpose of this request is to seek funds to conduct a Broward County Business Outreach Program comprised of the following goals: (1) Develop a plan of action to identify, address, and minimize the negative impact of war and/or terrorism on Broward County involving key stakeholders and workforce development partners in the process (2) Educate Broward County businesses about the wide range of services and support programs available to assist them, (3) Assist businesses with assessing, devising and implementing strategies that will enable them to maintain operations in the event of a terrorist attack or an economic downturn associated with war.</p> <p>RWB will provide detailed information on specific strategies; filling temporary positions to transition until the military returns; preparing those temporary employees for potential reassignment at same company or placement in another business; identifying short term training to ensure new/modified post-war businesses have trained workforce; working with businesses to provide transitional services to facilitate retention and possible job upgrades for entry level workers; bringing to the table training providers to partner with businesses and RWB to provide training programs that are responsive to the immediate and near future needs of the businesses and TANF eligible employed workers.</p>
23	<p>RWB will partner with the regional EDC (The Beacon Council). The Beacon Council has an existing program (a Welfare to Work Taskforce) to reach the TANF population and will build upon that successful program. The RWB and Council can address the needs of the TANF population and of local businesses by working together. The plan is to reach out to the local business community and other community groups to educate organizations on ways to utilize the services of the 23 One-Stop Career Centers as part of post war/economic downturn recovery; to promote the synergies between the One-Stops and staffing agencies to drive additional job orders; to facilitate the employers and employees benefit from skills upgrade training especially as it relates to job retention for both the worker and employer.</p>

Step-Up Challenge Grant:

In August 2000 The Better Jobs/Better Wages Council was challenged by then Chairman of the Board, Toni Jennings, to develop a plan to effectively utilize idle Welfare-to-Work resources. At that time less than 30% of the approximately \$84,000,000 W-t-W local allocation and less than 10% of the state set-aside total of approximately \$15,000,000 W-t-W dollars had been expended to provide services to the eligible population.

WFI/AWI/RWBs addressed the barriers to utilizing the W-t-W funds associated with match funds and the changes in defining eligibility issues. For FY 2002-2003 and 2003-2004, RWBs were encouraged to utilize W-t-W funds. The RWB TANF allocation formula was partially calculated on how much W-t-W funding the RWB still had available. As of 8/31/03, approximately 100% of the local W-t-W funds expiring September 2003 have been expended. Approximately 43% of the local W-t-W funds expiring September 2004 have been expended. The RWBs are on target to effectively utilize the balance of \$14,407,516 by September 2004.

To address the state set-aside funds, WFI has issued three Step-Up Challenge Grants and one Step-Up Challenge Scholarship Grant and as of 8/31/03 approximately 90% of the state set-aside funds have been expended/obligated. The remaining funds expire September 2004.

- Step-Up Challenge I was issued in September 2000 in the amount of \$1,266,385. The contracts have expired and \$687,895 was unspent and used to fund Step-Up Challenge II.
- Step-Up Challenge Scholarship Grant was issued in May 2001 in the amount of \$3,997,531. Those contracts have expired and \$913,436 was unspent and used to fund Step-Up Challenge II.
- Step-Up Challenge II was issued in January 2001 in the amount of \$1,022,443. The contracts have expired and \$747,897 was unspent and used to fund Step-Up Challenge III.
- Step-Up Challenge III, was issued July 2002 in the amount of \$4,680,900. Those contracts will expire September 30, 2003. As of 8/31/03, \$4,111,034 had been spent and the balance obligated. All projects are on track to effectively utilize the remaining funds.

Welfare Collaborative Capacity Building Study

The project included a study of welfare client characteristics (new, returning, and continuing) and the link with services provided and outcomes. The final paper describes each Regional Workforce Board's capacity to connect assessment, services, and monitoring with the achievement of desired outcomes. The final report develops and identifies logic models, promising practices and other tools for building or improving the capacity of the Regional Workforce Boards (and service providers) to screen and assess clients, design services, and achieve outcomes. A specific outcome of this project deals with addressing learning disabilities. It was identified that few regions are adequately screening and referring WTP clients for learning disabilities, yet clients with specific learning disabilities will most likely return to the caseload or remain on the caseload until their needs are addressed. The outcomes and logic models of this report will be used as background information as Florida develops the Florida TANF Implementation Plan to address the projected changes in the new Federal TANF Reauthorization legislation due in 2004.

Policy Initiatives

Relocation Assistance, Cash Assistance Severance Benefit, Hardship Exemption to Time Limitations, Up-Front Diversion and Individual Development Accounts.

As directed by state statute, during the first three years, the Better Jobs/Better Wages Council recommended to the full WFI Board approval of five guidance papers/policy documents. These documents have been updated to address implementation issues.

TANF Reauthorization

Federal legislation, The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), was passed and became Public Law 104-193 in October 1996. The Federal Act gave the states the legislative foundation to transform the welfare program from an entitlement program to a work program focused on assisting families in attaining self-sufficiency and transitioning from welfare to work. PRWORA was enacted with an expiration date of September 30, 2002. The renewal process of the PRWORA is titled "TANF Reauthorization." The 107th Congress began, but did not complete, the process of renewing ("re-authorizing") TANF. In order to keep the program funded and operational while reauthorization efforts move forward in the 108th Congress, resolutions were passed that funded TANF through March 31, 2004 at Fiscal Year 2002 levels.

The State of Florida began the process of developing a work program with the Work and Gain Economic Self-sufficiency Act (WAGES) in 1996. In 2000, Florida developed the Welfare Transition (WT) program with the application of the Florida Workforce Innovation Act, Senate Bill 2050.

WFI (specifically the Better Jobs/Better Wages Council) in collaboration with the Department of Children and Families and the Agency for Workforce Innovation has monitored the progress of the TANF Reauthorization legislation throughout FY 2002-2003. Florida has worked with the appropriate organizations and committees to provide information and identify issues to address the technical elements of both the House and Senate proposals. (Please see section – Future Goals/Strategies...Projects in Progress.)

Challenges/Barriers

Meeting the Needs of the Employer Community

Florida businesses cite their biggest problem with the public employment system is the referral of non-qualified applicants. Florida must focus on the importance of increasing the skills of Welfare Transition clients before job placement to address educational deficiencies that might significantly limit their work or earnings capacity. Only about 40 percent of cash assistance recipients in Florida have a high school diploma/GED equivalency. This must be addressed if clients are to ever achieve the ultimate goal of self-sufficiency.

WFI is participating in a national Work Readiness Credential project that will provide important profile, assessment and curricula to address the skills of the client during the pre-employment phase. The objective of this project is to address the issues of Florida businesses so that referred job-seekers will be qualified. Similarly, through post-employment efforts – like CARC – we can address the training and educational needs of employed workers and employers by including the Work Readiness curricula as part of the skills upgrade training.

Achieving Self-Sufficiency

Underemployed incumbent workers (who have never received public assistance) with limited skills need access to career advancement and job retention programs that will assist them in moving to self-sufficiency. Although the welfare caseload has been dramatically reduced (84%), quantitative and qualitative studies indicate that approximately 40% of the clients who have left for employment are earning \$7.00 to \$9.99 per hour. This would annualize to \$14,560 – \$20,779. For a family of three, the Federal Poverty income guideline is \$15,260 . Florida defines needy as a family whose income is less than 200% of the Federal Poverty income guideline.

Welfare Reform was implemented in 1996 during unprecedented economic expansion and there were more jobs than there were job seekers. As demonstrated during 2001, 2002 and early 2003, an economic downturn impacts our ability to place job seekers and requires us to focus on employer outreach to find the placement opportunities and to address the employer concerns as described above. Also we must focus on skills upgrade training to ensure our clients retain their jobs and achieve career advancement and earnings gain.

Clients transitioning from welfare are extremely vulnerable to the challenges of managing work, family, childcare and transportation. To encourage these clients to also include skills upgrade training/education is both extremely critical and difficult. Florida must continue to address the post-employment needs of those Welfare Transition clients who have found employment and other incumbent workers with limited skills and earnings who have never been on welfare. It is critical that the working needy poor obtain the skills and training necessary to achieve career advancement and increased earnings.

We have succeeded in putting our clients into the workplace; we have not fully addressed the issue of poverty and moving toward self-sufficiency.

Local Challenges

- **Pre-employment services address the needs of temporary cash assistance clients (TCA) and better prepare them for work.** We still serve the “typical caseload” clients new to welfare; however, a larger percentage of our caseload clients have multiple barriers and present with challenges that must be met in order to provide them every opportunity to find employment. Pre-employment welfare transition efforts must continue to focus on getting people to work while ensuring that the client is “work-ready”.
- **Post-employment services address the needs of the recently employed transitional clients (former TCA clients) and the working needy poor clients (clients who have never received TCA, but are at risk of welfare dependency).** A larger percentage of our active client list are transitional clients who have recently become employed but will benefit from employed worker training to upgrade skills, retain employment, obtain job advancement and increased earnings. Upgrading the skills of these transitional clients (already employed and no longer receiving TCA) will benefit both the employee customer and the employer customer. Upgrading the skills of these transitional clients will improve job retention and reduce recidivism in the state of Florida. We must serve the working needy poor earning less than 200% of

poverty who have never received welfare but will also benefit from employed worker training to upgrade skills, obtain job advancement and increased earnings and move them along the continuum toward self-sufficiency.

- **Prevention services address the needs of the Florida's youth and working needy poor who are at risk of welfare dependency.** As noted in the post-employment strategy, by offering post-employment services to the working needy poor, moving them along the continuum toward self-sufficiency Florida is implementing a valuable prevention strategy for Florida families. Other critical target group for prevention strategies includes Florida's children and youth. Programs to address the full spectrum beginning with childcare and school readiness, literacy, drop-out prevention, teen pregnancy prevention and mentoring are essential to ensure we have implemented programs to fully address preventing welfare dependency.

Future Goals/Strategies

Welfare Reform today has a different "face" than it did in 1996. Today approximately 60% of the Temporary Cash Assistance (TCA) caseload clients have less than a high school education – in 1996 the percentage was 50%. Today approximately 50% have no work history – in 1996 the percentage was 38%. These are our job seekers. We are also more aware of the needs of Florida's businesses. Florida employers voice concern about the basic skills and soft skills of job applicants and employees with high school degrees. Employers from all industry sectors indicate a need for improved basic skills: communication, reading comprehension, problem solving, basic math and teamwork skills. The workforce system must develop new service delivery models to address the changing customer profiles.

2003-2004 Council Funded Grants

- **Career Advancement and Retention Challenge III Grant Solicitation (TANF Grant)** - The current year project focuses only on post-employment/employed worker training. A \$3.98 million dollar grant solicitation was issued to regional boards. The intent of this solicitation is to fund innovative approaches to achieving career advancement and job retention for TANF-eligible, *employed workers*. It is also the intent of this solicitation that projects will involve a partnership or collaboration between local employers, training providers and the Regional Workforce Boards. The regional workforce board will serve as fiscal and administrative agent for this funding. It is also the intent of this solicitation to provide a "win/win" for both employer and employee. Through the implementation of employed worker training, not only will the process assist workers to move into upgraded positions – toward a new level of economic self-sufficiency, but it will also provide more opportunity for the "unemployed" worker to move into the system. Employers will be offered skills upgrade training that meet the needs of the employer to address productivity and related bottom line issues. Twelve RWBs projects were funded.

The grant solicitation/evaluation and award process for CARC III has built on the successes and lessons learned with CARC I and II. Notably the cost per participant

decreased 7.6% from that of CARC II and this is calculated on the projected cost. Last year the final cost per participant was 22% less than the initial projected number. We project an additional 10% decrease in the cost per participant by the end of the project. The CARC II grant was for \$3.9 million dollars and had approximately \$1.3 million leveraged dollars. The CARC III grant was for \$3.98 million dollars and has approximately \$2.8million leveraged dollars. Respondents were able to identify more cost effective service delivery models and market the program to employers and training providers to increase private investment in the project.

Projects in Progress

- **Step-Up Challenge III (Welfare-to-Work Grant)** - The current Step-Up III grant (\$4.68 million) focuses on projects that assist the targeted hard-to-serve population obtain or enhance work skills leading to placement, advancement and retention. Final financial and participant data will be reported 6/04. Outcomes will be evaluated and best practices shared with all RWBs for incorporation into replicated projects.
- **Passport to Economic Progress Pilot Demonstration** - The service delivery model/program design elements will be reviewed, including the program eligibility, customer outreach, self-sufficiency plan, coordination of post-employment services, employer engagement, retention/transitional services to be delivered by the employer and RWB and the training provider outreach and engagement.

Recommendations will be incorporated into the next report that is due in January 2005. Interim best practices and outcomes will be evaluated to determine if the service delivery model should be considered for use in meeting the performance requirements in the new TANF Reauthorization legislation due in 2004.

- **Work Readiness Credential**
Better Job/Better Wages Council reserved \$100,000 to support a cross-council initiative - Work Readiness Credential. This initiative addresses several of the concerns described by the employers and will provide job seekers and incumbent workers with certification of job-ready skills that will facilitate career advancement and job retention.

Florida and four other states (New York, New Jersey, Pennsylvania, and Washington) have joined a project to develop a national, portable work readiness credential that will signal to employers that individuals have the knowledge, skills and abilities to be ready to work. The other national partners are National Institute for Literacy (NIFL), National Skill Standards Board (NSSB), National Retail Federation (NRF), National Association of Manufacturers' Center for the Workforce (NAMCFW), and Center for Workforce Development of the Institutional Educational Leadership (CWD). Technical work will be carried out by research firms that are leaders in the area of adult learning, assessment, and

technology: SRI International; Center for Literacy Studies, University of Tennessee; Human Resource Research Organization (HumRRO); and WestED.

The Work Readiness Credential is being developed through a national consensus-building process that includes business, unions, education and training professionals, and state workforce investment boards. A National Business Leadership Council is also being formed to assure that the credential meets business needs and priorities and to help build business demand for the credential as a tool for building and assuring a literate, job-ready workforce.

Technical work will be carried out by research firms that are leaders in the area of adult learning, assessment, and technology: SRI International; Center for Literacy Studies, University of Tennessee; Human Resource Research Organization (HumRRO); and WestED.

In the first phase of the work on the EFF Work Readiness Credential (December 2002 – July 2003), project staff will be collecting (with help from state partners) and analyzing data on knowledge, skills, and abilities to include in the EFF Work Readiness Profile. In the second phase of work on the credential (July 2003 – April 2004), we will be developing assessment instruments for the credential. In the third and fourth phases of work on the credential (April 2004 – June 2005), we will field test and validate the credentialing assessments and develop the system for issuing the credential.

When completed, the credential assessment will be designed to assess both English-speaking and non-English-speaking individuals. The credential design will include a computer-delivered assessment, with on-line portfolio to document personal and professional development; and a modular design, to make it easy to use and customize to local conditions.

The credential delivery system will be in place by June 2005. Key products and dates include:

Work Readiness Profile validated:	July 2003
Work Readiness Assessments developed:	May 2004
Assessments validated:	June 2005
Credentialing System field tested:	June 2005

- **Temporary Assistance for Needy Families (TANF) Reauthorization Workshop.**

The TANF federal block grant that funds Welfare Transition efforts is due for reauthorization. Florida has an integrated service delivery model and is developing an integrated TANF Reauthorization Implementation Plan. The Better Jobs/Better Wages Council is partnering with the appropriate agencies/organizations to develop Florida's TANF Implementation Plan that will include strategies to ensure the effective and successful implementation of TANF Reauthorization changes. Successfully implementing the new legislation in

Florida means achieving three objectives: meet all performance requirements to ensure no penalties are assessed; identify and pursue all additional grant opportunities; and, identify, pursue and achieve all high performance bonus opportunities.

Policies/Guidance/Direction

- Council will review final reports from state funded projects to determine next steps that could include the need for policy/guidance/direction.
- Council will develop best practice manual from state funded projects to facilitate improving future state funded grant solicitations.
- Council will assess the effectiveness of the Relocation Assistance, Cash Assistance Severance Benefit, Hardship Exemption to time Limitations, Up-Front Diversion and Individual Development Accounts guidance documents and local programs to determine if the programs service delivery model should be modified or if there are models that should be replicated throughout the state.

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Strategic Plan Update

The Council continues to review/revise/update the strategic plan including an assessment of existing methods of communication/coordination/cooperation with all partners.

FIRST JOBS/FIRST WAGES COUNCIL

Purpose: To promote successful entry of youth into the workforce through education and job experience, including school-to-work initiatives that enlist business and community support to ensure that students have the educational and occupational skills required to succeed in the workforce. This council also addresses adults entering the workforce for the first time and youth programs related to welfare reform.

The First Jobs/First Wages (FJ/FW) Council continues to link first-time workers to available training and education programs through its strategic initiatives and projects. First-time workers may include students, displaced homemakers, older Americans, veterans, persons with disability and/or welfare recipients as well as youth who are no longer enrolled in schools. The components of the Council's strategy include efforts that enlist business, education and community support for students to achieve long-term career goals, ensuring that young people and adults entering the workplace for the first time have the academic and occupational skills required to succeed in the workplace.

In October 2002, Workforce Florida Chairman Ray Gilley convened a meeting of the state council and committee chairpersons, council and leadership staff of both Workforce Florida and the Agency for Workforce Innovation. The purpose of the meeting was to discuss key issues to be addressed in workforce development in the near future. The following responsibilities and challenges were identified as relevant to the First Jobs/First Wages Council and became a guide to the council's program of work during the year.

- Establish an on-going forum for discussion with the Florida Department of Education and the Florida Department of Juvenile Justice.
- Re-Examine the First Jobs/First Wages Council priorities so that we can provide the most value-added services to the overall workforce development system.
- Create an identifiable mission for youth workforce development programs, and if needed, establish state policy for the parameters of the program.

2002-2003 Highlights

Skills Training for Youth

This project provided training and job experiences through internships, tutoring, mentoring, and job placement to youth that will provide them with skills to enter, retain or advance their employment opportunities, particularly in high growth sectors and critical job shortage areas. Additionally, an intended by-product was a positive impact on school attendance and achievement. Services were provided through partnerships between local workforce boards and business/industry associations or economic development organizations. Nine Regional Workforce Boards and two chambers of commerce were allocated \$2,311,753 and served 1,390 youth with the cost per trainee being \$1,663.

The ***Juvenile Offender Re-Entry Project*** was funded for \$ 2.5 million to help youthful offenders released from the Department of Juvenile Justice facilities to become employed

through the provision of vocational training, on-the-job training, mentoring, and support services. Seven local workforce boards were allocated \$1,838,819 to provide services to 540 youth successfully placing 267 in jobs. The cost per served was \$3,405. This project was also intended to create or strengthen partnerships between agencies serving youth and the juvenile justice system.

The *Special Youth Short-term Projects* gave the Regional Workforce Boards the opportunity to enhance existing, successful youth programs. A total of \$458,783 was made available to nine Regional Workforce Boards to provide training and services including: training in computer related careers, construction, pregnancy prevention, employability skills, a job fair, one week participation at Junior Achievement's Exchange City, work experience, and a "boot-camp" operated by the sheriff's department as a conduit to return to school. A total of 1,959 youth were served in this region specific program to assist with diverse needs and programming strategies.

"*Beyond High School*" is a web-based interactive tool that provides a mechanism to educate youth, their parents and youth counselors about high growth/impact sectors and the skills necessary for these jobs. The idea originated from the publication of "*Giving Children Hope and Skills in the 21ST Century*", published by the Agency for Workforce Innovation. The Brevard Workforce Development Board was funded to develop this tool as a value-added project that can be accessed by all youth visiting the newly established **Employ Florida** website as well as the Agency for Workforce Innovation websites.

The *Strengthening Youth Partnerships in Florida* was the first meeting of key state organizations that were invited by the First Jobs/First Wages Council to attend a two day workshop to discuss the benefits of a sustained dialogue between key state organizations. The purpose of the sustained dialogue is to enhance communication, coordination, and planning among key organizations that play a role in developing Florida's youth, particularly in the area of workforce skill attainment. There was a unanimous decision by attendees to continue meeting periodically to identify gaps and overlaps in programs and the key issues facing all participating organizations. Four additional meetings are planned before June 30, 2004.

A *Youth Technical Assistance Workshop* was held in conjunction with a USDOL Conference held in Jacksonville, Florida. The First Jobs/First Wages Council contacted USDOL and congressmen for help in getting Jacksonville named as the host site for the Southeast Regional WIA Learning Exchange for Youth and committed to sponsoring a Florida workshop in conjunction with the USDOL sponsored conference. The Youth Technical Assistance Workshop showcased best practices in Florida with an emphasis on serving out-of-school youth, strengthening youth partnerships, marketing services, and basic skills credentialing. The workshop also provided training for correctly determining youth eligibility, younger youth goal attainments

"Due to recent changes and more changes to come, workshops are needed, especially for the exchange of practices, possible problem solving, and up-dating information of state and federal requirements."
Meeting Attendee

and the implementation of the Sampling Methodology for WIA Youth Eligibility Determination Policy.

Cross Council Projects

The *Worker Readiness Certification Initiative* was funded by all three Councils for the purpose of addressing the most prominent problem facing business statewide – lack of work readiness skills among new job applicants. The First Jobs/First Wages Council places a high priority on youth graduating from high school being ready and able to enter the labor market and/or pursue post secondary education. The state’s economy is dependent on youth and first time workers having the entry-skills skills to fill the jobs being vacated by the surge of “baby-boomers” leaving the workforce. The Council contributed \$150,000 to this initiative.

Policy Initiatives

Alternate Method of Documentation of Youth Eligibility

The First Jobs/First Wages Council was receptive to the request from several regions that the state provide further guidance that would streamline the WIA youth eligibility determination process because the needs of many eligible youth were not being met due to problems acquiring eligibility documentation. After several meetings, representatives from the regions, Workforce Florida, Inc. and the Agency for Workforce Innovation recommended that the state issue a guidance paper allowing the use of a random sampling methodology such as the one currently approved for use by the Job Corp program. This policy has reduced the time necessary to certify eligibility, thereby freeing up staff to provide initial counseling on youth program options.

Guidance on After-School Care Requirements for Youth

The intent of the Guidance Paper of After-School Care Requirements for Youth was to provide clarification on Section 445.004(10)(a) of the Florida Statutes so that the regions were reporting data uniformly on this requirement. The policy draft was approved by representatives from the regions, Workforce Florida, Inc. and the Agency for Workforce Innovation prior to being issued for comment to the Regional Workforce Boards. The policy speaks to the requirement that regions spend 15% of their youth funds on after-school youth programs by giving community-based and faith-based organizations an equal opportunity to provide services.

Youth Outreach

Florida Trend’s NEXT Magazine

Florida’s high school students are the workforce of the future. High school students are not only faced with academic preparation for graduation, most are also beginning to shape their direction for future employment and careers. Career awareness, skills assessment, mentoring programs, internships, as well as, GED classes, teen pregnancy prevention and other services to ensure successful entry into the workforce are available through Florida’s workforce system.

To promote these services to the teen audience, Workforce Florida continued its participation in Florida Trend's highly successful *NEXT* magazine. *Florida Trend's NEXT* magazine is written by and for high school students. Workforce Florida obtained a two page full color layout in the 2002/03 issue promoting all of the services available to youth through the One-Stop Career Centers. The ad incorporated the new **Employ Florida** linking brand as a way to locate Florida's network of 100+ One-Stops via the website at www.employflorida.net and the toll free phone number, 1-877-FLA-2345.



In addition to providing a copy of the magazine to 750,000 Florida youth, grades 9-12, *Florida Trend's NEXT Magazine* also provides a Teacher's Guide with suggestions on how to incorporate the magazine into lesson plans and classroom activities. The magazine also has a companion website at www.FloridaNext.com with additional expanded information, links, activities, surveys and more.

Employ Florida Ad Campaign

In concert with the *NEXT* magazine ad and the new **Employ Florida** linking brand, a 13 week in-cinema ad campaign was launched, in late summer 2003, in 40 theaters (314 screens) located in all of the major markets. The ad targets youth and directs them to the **Employ Florida** website and toll free number to locate a member of the **Employ Florida** network of one-stop centers.



Youth Zone on Employ Florida's Website
Visitors to the new Youth Zone on the **Employ Florida** website can access web links to resources that

provide the latest information about high-growth, high-demand occupations along with the skills and education needed to attain those jobs, interactive tools that help youth discover their career interests, write a career plan or resume, or explore the many occupations that are available that may match their interests.



Challenges/Barriers Encountered and Creative Resolutions

Younger Youth Skill Attainment Measures

Federal law requires that goals be set for youth, ages 14-18, in three areas: basic skills, work readiness and occupational skills. Last year there was a great deal of concern at the state level that these goals were interpreted in different ways across the state and resulting in lack of consistency in reporting these youth services and outcomes. A working group assembled in 2002 to clarify these youth skill attainment goals and to ensure services to youth result in meaningful outcomes, and training was provided the regions at the Youth Technical Assistance Workshop held in January of 2003.

Policy on Alternative Out-of-School Youth Eligibility

The First Jobs/First Wages Council heard testimony from the Regional Workforce Boards that the difficulty associated with documenting youth eligibility was encumbering their efforts to serve out-of-school youth. In response to this challenge, a working group was formed and recommended modeling the Job Corp methodology that uses a random sampling technique based on social security numbers that allows up to 95% of the applicants to provide self-certification on selected eligibility items. After a two week period of review and comments by the regions the policy was adopted by the working group.

Coordination with High School Guidance Counselors

The First Jobs/First Wages Council is concerned that there is a disconnect between the providers of youth services in the regions and the school counselors. To facilitate the sharing of information on career and workforce opportunities and resources through the Regional Workforce Boards, best practices are being collected and disseminated. Additionally, a youth page with recommended hotlinks to related websites has been added to the **Employ Florida** website for both youth and youth workforce professionals. These sites provide the latest labor market information including the fastest growing jobs and the training that is required to fill them.

Goals and Strategies for the Future

Future areas of focus for the First Jobs/First Wages Council include: improving services to out-of-school youth; strengthening partnerships with other organizations that serve youth such as education organizations, community and faith-based organizations, and state agencies; supporting initiatives and activities that stress the correlation between education and prosperity, and expanding youth outreach through additional year-round activities associated with the 2002/2003 Edition of Florida Trend's NEXT Magazine.

Better Serving Out-of-School Youth

The changing demographics of our country is increasing the demand in health care services, social and financial services, real estate, travel and leisure activities, etc. To meet these needs in the changing economy it is critical that all youth and first-time job entrants be well-educated, prepared for work and able to integrate successfully into society. Recruiting out-of-school youth who have dropped out of school or failed to gain the skills needed in the workplace is a priority to meet the increasing demands for an educated and skilled workforce. Given the recommendations being considered by the 108th Congress in the WIA Reauthorization process, it is appears that the focus of WIA youth funding will target youth who are disconnected from school or work, thereby elevating the importance of identifying and effectively meeting the needs of out-of-school youth.

High School Graduation Rate

“One third to one half of high school students are undereducated or mis-educated, but high tech jobs have tripled since 1950; unskilled jobs have declined by a factor of three. Job growth is in high-end service jobs that require people skills, problem-solving skills, and interest in life-long learning.”

The Forum for Youth Investment

The First Jobs/First Wages Council’s highest priority in its strategic plan is increasing the number of high school graduates as well as completers. The workforce development system is just one of many organizations concerned and involved in raising the bar on Florida’s performance on this crucial social and economic indicator. The Council funded a current year initiative, ‘Education: Pathway to Independence’, to promote *basic skills* in reading, math, written and verbal communication,

comprehension; *thinking skills* in creativity, decision-making, problem-solving, visualization; *personal development skills* in self-esteem, accepting responsibility, social skills, initiative and personal integrity to assist regions serving in-school youth or drop-out retrieval programs.

Increase the Number of Youth in High Wage Jobs

‘Skills Training for Youth and First Time Job Entrants’, a current year funding initiative, targets business services and health services occupations or an occupational cluster in a region that is gaining the most new jobs that pay a living wage. High school diplomas are no longer enough in this evolving economy. The U.S. Census Bureau reports that in 1996, college graduates earned nearly 75% more than high school graduates.

“Florida high school graduates entering the labor force earned just under \$16,100 per year in fiscal year 1999-2000. This figure is about 80% more than the poverty level for a single individual under the age of 65, and less than 150 percent of the poverty level for a family of two, placing them among the working poor. The salary nearly doubles for completers of baccalaureate programs, and nearly triples for completers of masters’ programs – and these gaps only widen over time.”

Florida Chamber’s Cornerstone Report, 2002

Strengthening Partnerships with those that Serve Youth

“The Board of Education should work with Workforce Florida, CEPRE, the Department of Juvenile Justice, the Department of Children and Families, the Florida Chamber, the World Class Schools Foundation, and other partners to develop a multi-pronged program for increasing the high school graduation rate and graduate preparedness.”

Florida Chamber’s Cornerstone Report, 2002

Building partnerships is central to the role of Workforce Florida. The foundation of the approach is due in large part to the Workforce Investment Act and Florida’s Workforce Innovation Act that marries welfare reform, workforce development, and economic development strategies to develop Florida’s workforce and economic well being. It is only natural for this agency to initiate a process for linking key partners and resources in the business of youth job preparation and

participation. During a time of diminishing resources we can’t afford to be unnecessarily duplicating services. We must clearly define or redefine our roles to contribute the most value-added services. We plan to nurture, promote, and expand these partnerships and

sustain a dialogue with state agencies and organizations involved in youth job preparation and participation.

ONE-STOP TASK FORCE

Purpose: The One-Stop Task Force of the Workforce Florida Board was originally established to develop a state-wide workforce brand for the one-stop system and design an initial marketing campaign. Additional areas of focus were added to include one-stop minimum standards, credentialing, best practices awards and, electronic access to one-stop services. The Task Force is chaired by Bill Mayville, WFI board member. Members of the Task Force include: WFI Board members Allen Brown, Bill Maloy, Sallie Parks and Mike Nilsson. Regional workforce board and local partner staff also contribute to Task Force.

2002-2003 Highlights

Employ Florida Affiliate Brand Links One-Stops

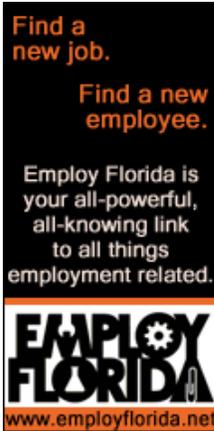
Following more than a year of research, collaboration and brand laboratories, the Workforce Florida Board adopted the state-wide affiliate brand **Employ Florida** for Florida's One-Stop Career Center system. **Employ Florida** will link employers and job seekers to workforce services throughout the state.



Employ Florida was created in response to the widespread confusion among employers, jobseekers, and even board members and service providers, about Florida's workforce system identity. Employers who recruit in more than one region expressed concern about having to deal with multiple board and one-stop names/brands, with no link between them (see illustration below).



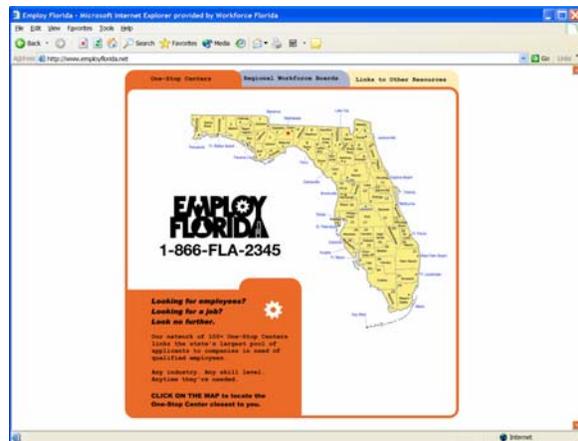
The very successful affiliate model created by FTD, the world's largest floral services organization, is a good example of how a linking brand can add value to many already existing independent brands. Independent florists establish FTD affiliations that allow them to maintain their autonomy and also participate with other members in a reciprocal agreement that provides a nationwide floral delivery network. In addition, FTD also provides members with advertising support and other services. As a result, the FTD brand represents quality to customers and increased business for member florists. **Employ Florida** will use a similar approach to allow Regional Workforce Boards to maintain their own regional identity while also benefiting from their affiliation with the system as a whole.



Regional Workforce Boards in the summer of 2003 began affiliating with **Employ Florida** by displaying the “Member: Employ Florida” logo on their websites, street signage and marketing materials. Some regions are also including the new identifier in their radio spots and television ad campaigns.

In late summer 2003 a comprehensive statewide marketing campaign was launched starting with thirteen weeks of in-cinema advertising on 314 screens in Florida’s major media markets and seven weeks of radio spots aired in all 67 counties. This has been followed by ads in several issues of Florida Trend as well as various local campaigns that incorporate the new **Employ Florida** logo.

A portal website, www.employflorida.net and a toll-free number, 1-866-FLA-2345, have also been created to link customers to Florida’s workforce services and resources. The website will continue to be expanded in 2003-2004 to include additional resources as well as job-matching capability.



One-Stop Credentials/Minimum Standards

The One-Stop Credentials/Minimum Standards sub-group, headed by Bill Maloy, with strong volunteer participation of several RWBs, approved the check list for minimum One-Stop features, approved training/testing requirements for front-line staff, approved continued education requirements, continues to consider training/testing requirements for supervisors and specialized staff, focused on ADA compliance requirements and noted deficiencies, and advocated linkages with other programs/organizations serving individuals with disabilities (note that Bill Maloy also serves on the State Board for Blind Services). This group is currently monitoring federal WIA Reauthorization regarding potential state-board responsibility/authority on certifying/credentialing One-Stops.

One-Stop Best Practices – Annual Workforce Excellence Awards

Workforce Florida and the Agency for Workforce Innovation recently recognized Florida's workforce development boards for leading the nation in innovative services to job seekers, employers, partners and communities during Fiscal Year 2002-2003. The winners of the 2nd Annual Workforce Excellence Awards, sponsored by Workforce Florida, were announced and presented engraved awards at a special breakfast during Florida's annual Workforce Summit held in Orlando in early October.

This was the second year of the awards program, however, it was the first year for the new George G. Kirkpatrick, Jr. Workforce Innovation Award. Only one region is selected for this prestigious award named in honor of this early champion of the workforce system. First place award and two honorable mention awards are presented in each of three categories: Employer Services; Customer Service/Satisfaction; and, Maximizing Resources.

Regional Workforce Boards may submit one nomination in each of the four categories. Each nomination is required to meet specific criteria including documentation for: outstanding achievement; measurable or qualitative results including, but not limited to, relative "Red and Green" measures; problem solving with maximum efficiency of time, resources or savings, and replicability. The winners of these awards are included in the Awards and Recognition section of this annual report.

WORKFORCE FLORIDA NURSING TASKFORCE

Purpose: The Nursing Task Force has been charged by the Workforce Florida Board to examine the issue of the nursing shortage in Florida. The Task Force is chaired by William Mayville and has consisted of the chair and three board members. One of the first tasks has been to define the shortage in Florida.

Florida community colleges have committed to a nursing student growth rate of 26% over a two year period; universities have committed to a 32.6% increase by 2005-2006. This could mean about seven or eight thousand new nurses coming into the health care system in Florida. One of the major employers of nurses, hospitals, reported in a survey conducted by the Florida Hospital Association, that there were 8,600 vacant nursing positions that would be filled if the nurses could be found. This type of vacant position does not show up in standard labor market statistics. If growth and normal attrition is added to the mix, the need for nurses is greatly exceeding the predictable supply in the state of Florida.

2002-2003 Highlights

The Task Force joined in a partnership with the Florida Nursing Association, to sponsor a one day symposium on the nursing shortage in Florida. Participants reflected the health care industry through out the state; employers were represented by an array of health related associations; nurses were represented by various groups and associations. Several presentations were made and discussed by entities that have been dealing with workforce statistics.

The Nursing Task Force worked with the Florida Education and Training Placement Information Program (FETPIP) to track certified nurses in Florida and their current employment status. The first attempt revealed some interesting results but additional tracking needs to be completed to produce reliable data. The potential does exist.

Career ladders and career bridges in the nursing and related health occupations can be a part of the overall solution to the nursing shortage. Presently the Task Force is in the early formation of establishing a career ladder proposal that, if successful, could present to health workers a viable and realistic approach for health industry employees to reach the nurse level. The Task Force should have a recommendation ready for the February 2004 Workforce Florida Board meeting relating to career ladders and the nursing occupation.

OTHER INITIATIVES

Workforce Florida Grant Research and Writing Assistance

Workforce Florida has hired a full-time grant researcher and writer to identify and pursue potential sources of additional funding relevant to Florida's workforce system. Workforce Florida works with the 24 Regional Workforce Boards and the State of Florida in seeking and applying for federal, state and private funding to support workforce initiatives within the state.

Several activities have been initiated to help coordinate these efforts:

- **Grant Updates.** A weekly Grant Updates posted on the Workforce Florida website. The Grant Updates provide information on new state, federal and foundation / organization grants as well as financial awards such as scholarships for youth, performance awards and donation of goods and services lists on its website to keep RWBs abreast of new funding opportunities. Workforce partners are alerted to the new listings through an abbreviated list of the funding opportunities included in the Workforce Weekly Update – a weekly email newsletter.
- **Grants Log.** The Grants Log, updated quarterly by WFI, Agency for Workforce Florida, Regional Workforce Boards and Regional Workforce Board Councils is used for tracking grant activity. The log is an ongoing comprehensive list of new and redistributed dollars both into the state and into the regions for the fiscal years of 2002-2005 and distinguishes which funds have a net increase/gain over formula funds at the local or state level. The Grants Log is an important informational tool for Regional Workforce Boards and WFI/AWI to keep track of grant activity within the state and in the regions, helping to identify and pinpoint additional avenues for funding as well as for the development of future potential partnerships and grant applications among regions which face similar workforce issues.
- **Ongoing Communications.** Workforce Florida maintains contact with Regional Workforce Boards and other partner grant development personnel in order to locate and pursue new grant opportunities and assists in grant development by locating resources, information, workforce data, or contacts. Email grant notifications are forwarded daily to RWB grant staff as well as other information and reports on various workforce topics that may be of future assistance for grant development.

2002-2003 Highlights

- WFI submitted an economic/workforce development proposal for \$3 million grant to fund self-employment and entrepreneurial initiatives throughout the state of Florida through the National Entrepreneurial Center and Regional Workforce Boards. This application is still pending review.

- WFI also submitted and was awarded a \$ 10,000 USDOL grant for Technical Assistance to facilitate meetings for state unified strategic plan for economic development, workforce and community and educational initiatives.
- WFI initially applied for a Robert Woods Foundation grant of \$5 million to support workforce and employer supported career ladder initiatives for healthcare workers within long term care and nursing home facilities and supported Polk County Workforce Board initiative for this grant. WFI is continuing this initiative for a USDOL grant with its Better/Better Council and our partners.

Workforce Florida and the Agency for Workforce Innovation Joint Grant Submissions.

- USDOL 2-year Nurses Now grant was awarded in January 2003 for \$2 million to addresses workforce shortages in the nursing field by supporting training for LPNs, RNs, and Advanced Degree Nurses with a focus on moving nurses up the career ladder.
- USDOL awarded \$1,261,997 to address workforce healthcare shortages that provided HCA matching funds to train health care professionals for current staffing needs of HCA facilities.
- USDOL Faith Based/Community Based Grant for Region 22 for \$1,046,316 to fund State level program funds for model activities to provide access to One Stop resources via Kiosks in community based locations.
- USDOL WIA Performance Incentive Grant of \$3 million to be used by AWI and the Florida Department of Education to provide FCAT, GED or English Proficiency training to students who did not receive a diploma because of FCAT and to develop training for existing workers in the simulation industry.
- USDOL awarded \$9,702,272 in National Emergency Grants (NEG) funding to aid in training of dislocated workers due to the World Trade Center Disaster of September 11th and an additional \$288,000 in Trade Adjustment Assistance (TAA) Infrastructure NEG Grants to assist in the development of systems for health insurance coverage assistance for trade-impacted workers; a total of \$10,090,272 in funding for fiscal year 2002-2003.
- WFI supported and coordinated an application, submitted by a coalition of Orlando-area workforce, homelessness, and other community-based organizations, for a \$6+ million USDOL/HUD/VETS grant to provide integrated housing and workforce services to chronic homeless. Although the application was not funded, the coalition, which formed to design the grant, is carrying through with greater integration of existing services, and systematic pursuit of similar grants.

Through WFI/AWI efforts the state of Florida received \$20,753,585 in additional federal funding through awarded grants for fiscal year 2002-2003.

Partnerships and Memorandum of Understanding Agreements

Workforce Florida is pro-actively developing partnerships with other state agencies and divisions in its efforts to develop strong working relationships to better serve all Floridians in their search for employment, education and workforce support at the region and state levels. These agreements also strengthen working relationships in the pursuit of grant opportunities.

Signed partnership agreements between Workforce Florida and the Homelessness Council and the Florida Department of Corrections have been secured. Partnership agreements currently under development include the Division of Blind Services, the Division of Vocational Rehabilitation, the Florida Association of Rehabilitation Facilities, the Department of Juvenile Justice and Department of Veteran Affairs.

Faith-based Initiatives

Workforce Florida, Inc. and the Agency for Workforce Innovation, with Broward County as the lead, have been awarded a grant from the US Department of Labor specifically designed to connect faith-based and grassroots community organizations to the nation's One-Stop Career System. In addition to the state-level grant award of \$1,046,316, grants were also awarded to the United Way of Brevard County, Cocoa (\$500,00) and the Dominican American National Foundation, Miami (\$24,860).

"Faith-based and community organizations can be powerful catalysts in transforming people's lives. They should not be discriminated against when applying for government grants," said U.S. Secretary of Labor Elaine L. Chao. "The Department of Labor is proud to award \$17.5 million to faith-based and community organizations to support the President's Faith-based and Community Initiative. These resources will help these organizations to carry out their mission of bringing hope and opportunity to individuals and improve our communities."

The grants are the first group to be awarded by any federal department and are a central component of President George W. Bush's effort to ensure federal policy and programs are accessible for all qualified organizations to compete for government funds.

"The grants the Department of Labor announces today mark an important step in furthering the partnership between faith-based and community groups and the federal government in delivering social services to those in need," said Jim Towey, director of the White House Office on Faith-Based and Community Initiatives. "This innovative program will help small, grassroots groups develop the capacity they need to build stronger and better workforces in the communities they serve."

"There is a tremendous energy and commitment in grassroots and faith-based organizations that allows them to be a driving force for improving our social fabric," said Governor Jeb Bush. "We are going to enlist their help in a critical partnership between all levels of government and those grassroots and faith-based organizations who live in the hearts of their neighborhoods."

CBO/FBO Gateway

Workforce Florida and the Agency for Workforce Innovation established a new web-accessible Information Clearinghouse/Gateway designed to improve communications and collaboration among the workforce services community, Community-Based Organizations and Faith-Based Organizations (CBOs & FBOs).

The site was designed by Workforce Florida staff in consultation with several state-level organizations, notably the Florida Catholic Conference and the Florida Coalition for the Homeless. The primary purpose of the site is to serve as an information and communications conduit to and among the state-level "umbrella" organizations with the expectation that they will use their existing communications channels to pass relevant information and encouragement on to their local affiliates.



The Information Clearinghouse/Gateway is created in conjunction with President Bush's Faith-Based and Community Initiative. Through this initiative, the administration is working to remove barriers that prevent faith-based organizations from receiving federal funding and create a "level playing field" between faith-based and community organizations and other groups that use federal funds to deliver services. The site can be accessed through: <http://www.workforceflorida.com/>.

AWARDS AND RECOGNITION

Workforce Investment Act Performance Incentive Awards

Florida is one of twelve states to receive USDOL incentive awards for the performance of their Workforce Investment Act (WIA), vocational education, and adult education programs during the program year that ended June 30, 2001. By interagency agreement, \$2 million is to be routed through the Florida Department of Education for some recommended literacy/adult education projects and the remaining \$1 million through Workforce Florida for Performance Improvement Plans and other projects at the discretion of the Workforce Florida Board/Councils.

Florida Earns \$38 Million in Bonus HHS Awards for Leadership in Welfare Reform

The State of Florida sets the national pace in welfare reform with an innovative program that requires and rewards work and emphasizes local flexibility and accountability. Florida also sets the pace when it comes to high performance bonuses. Health and Human Services Secretary Tommy G. Thompson announced in September the awarding of \$200 million in

"Florida's leadership in welfare transition is getting the attention it deserves," said Governor Jeb Bush. "I applaud Florida's workforce system and especially the Regional Workforce Boards for their hard work and success. Not only are former welfare clients finding work, we are also seeing their wages at the time of job placement steadily increase."

Temporary Assistance for Needy Families (TANF) bonuses to 41 states and the District of Columbia for success in employment and other program achievements during fiscal year 2001. Florida's award for FY 2001—\$28.1 million—is the highest given to any state for that fiscal year.

On the heels of the 2001 TANF bonus announcement Governor Jeb Bush announced that Florida received an additional \$9.9 million bonus from HHS for success in Welfare to Work programs during the 2002 program year.

As a national leader in welfare caseload reduction, Florida has seen the number of families subject to welfare time limits in Florida decline by 83 percent since Florida's welfare reform program was started, from 152,426 families in September 1996 to less than 26,263 in September 2003.

Florida's latest annual report card on key workforce performance outcomes shows the wages at placement for former welfare clients have increased by 10.3 percent during the past three years. The same report shows, in spite of the economic downturn following the September 11 terrorist attacks, the state's welfare return rate has stayed well below trends in the state's general unemployment.

"We responded quickly and aggressively following the September 11 terrorist attacks, and those efforts are paying dividends," said Ray Gilley, Chair of Workforce Florida. "Not only is Florida leading the nation in total job growth, we are also a proven leader in assisting former welfare clients enter and remain in the workforce. Our workforce boards are rightly being recognized for their high performance."

Regional Workforce Boards Recognized for Excellence

Workforce Florida and the Agency for Workforce Innovation recently recognized Florida's workforce development boards for leading the nation in innovative services to job seekers, employers, partners and communities during Fiscal Year 2002-2003. The winners of the 2nd Annual Workforce Excellence Awards, sponsored by Workforce Florida, were announced and presented engraved awards at a special breakfast during Florida's annual Workforce Summit held in Orlando in early October.

This was the second year of this awards program, however, it was the first year for the new George G. Kirkpatrick, Jr. Workforce Innovation Award. Only one region is selected for this prestigious award named in honor of an early champion of the workforce system. One first place award and two honorable mention awards are presented in each of three categories: Employer Services; Customer Service/Satisfaction; and, Maximizing Resources.

Regional Workforce Boards may submit one nomination in each of the four categories. Each nomination is required to meet specific criteria including documentation for: outstanding achievement; measurable or qualitative results including, but not limited to, relative "Red and Green" measures, problem solving with maximum efficiency of time, resources or savings, and replicability.

Workforce Florida is proud to announce the 2002-2003 Workforce Excellence award winners:

THE GEORGE G. KIRKPATRICK, JR. WORKFORCE INNOVATION AWARD

First Place - \$50,000

The Brevard Workforce Development Board, Region 13

Michael Butchko, Chair

Linda South, Executive Director

The George Kirkpatrick award recognizes the regional board that has provided services or activities that best exemplify the creative spirit of Florida Senator George G. Kirkpatrick, Jr., one of Florida's most dynamic and energetic authors and leaders of Florida's remarkable workforce system. The Brevard Workforce Development Board (Region 13) holds the distinction of being the first region to receive this prestigious award. The Board received the award for its innovative programs like participation in a faith-based partnership, development of a scholarship unit to maximize training funds, creation of a corporate plan, and, professional development opportunities provided through Dynamic Works Institute. Linda South, Executive Director, Brevard Workforce Development Board, accepted the award and an

"Earning this award is a true honor, and more importantly a fantastic opportunity for job seekers and businesses in the Brevard community," said Linda South. "By receiving this prestigious recognition and the associated cash award, Brevard Workforce Development Board and Dynamic Works Institute can continue developing and providing innovative programs and services. That's very good news for our customers."

accompanying \$50,000 cash prize at Florida's Workforce 2003, the state's annual workforce summit.

EMPLOYER SERVICES AWARD

First Place - \$15,000 award
Workforce Alliance, Region 21
J. Max Davis, Chair
Ken Montgomery, President and CEO

This award acknowledges the positive outcomes and methods by which a workforce board provided services to employers which resulted in improvements to the region's Red and Green performance measures. The Board partnered with three major healthcare employers: JFK Medical Center, Palms West and Columbia Hospitals to develop and implement an extended, part-time Licensed Practical Nursing (LPN) program to address the critical nursing shortage in the area. Palm Beach Community College provided the training on-site at JFK Medical Center to eligible hospital employees, TANF related recipients and persons recruited through the Workforce Alliance One-Stops. The employers have offered two year employment contracts for each program participant upon successful completion of the program.

Honorable Mentions - \$5,000 award each

Workforce Development Board of the Treasure Coast, Region 20
Dr. William Dannahower, Chair
Gwenda Thompson, President/CEO

South Florida Workforce Board,
Region 23
Willie Ivory, Chair
Harriet Spivak, Executive Director

CUSTOMER SATISFACTION AWARD

First Place - \$15,000 award
Broward Workforce Development Board, Region 22
Michael Carn, Chair
Mason Jackson, President/CEO

This award acknowledges the customer focused practice(s)/activities implemented by a workforce board that resulted in improved customer satisfaction, including the impact to the Red and Green customer satisfaction indicators. The "Hearing the Voice of the Customer" is a customer satisfaction program created by Workforce One to provide a systematic framework that fosters excellent customer service, encourages employees to better address customer needs, and ultimately serves to positively impact customer satisfaction indicators. This program is comprised of four key components: a customer service reviewer who spearheads the process; a customer satisfaction team that monitors customer satisfaction on

an ongoing basis; quarterly surveys using the Opinion Meter; and periodic case studies that offer continuous customer service training opportunities.

Honorable Mention - \$5,000 award
Workforce Alliance, Region 21
J. Max Davis, Chair
Ken Montgomery, President and CEO

MAXIMIZING RESOURCES AWARD
First Place - \$15,000 award
Polk Works, Region 17
Neal A. Branch, Chair
Nancy Thompson, Executive Director

This award acknowledges how a workforce board provided improved or enhanced services to customers by creatively leveraging available resources. “If you want to earn more, you have to learn more” is a common catch phrase around Polk County since Polk Works undertook its workforce analysis and education program in August of 2002. The Board adopted a strategic planning objective to increase the percentage of the workforce with a high school diploma. As a result: adult education and GED capacity increased by 16 locations and by 29.5%; a county-wide literacy coalition was formed and funding secured; and a grant resource center was established and funded. The Polk Works expenditure of \$183,000 leveraged an additional \$135,000.

Honorable Mentions - \$5,000 award each
Brevard Workforce Development Board, Region 13
Michael Butchko, Chair
Linda South, Executive Director

Workforce Development Board of the Treasure Coast, Reg. 20
Dr. William Dannahower, Chair
Gwenda Thompson, President/CEO

Short Term Incentive Performance Awards to Regional Workforce Boards

Florida has long engaged in extensive program evaluation activities with a particular emphasis on results, outcomes and longitudinal information. In the workforce realm, much of that evaluation activity has been based on many of the key elements now mandated by the federal Workforce Investment Act (WIA), including use of many of the same or similar measures, similar definitions and heavy reliance on use of Unemployment Insurance wage records to verify initial job placement, job retention, and initial and long-term earnings over time.

A few years ago a “regional outcome matrix” was prepared to display key program outcomes statewide and for each workforce region. This report was designed as a first indicator of

program performance to work in conjunction with other administrative short-term reports and longitudinal reports required by state and federal law. Key measures were selected from exit data available through the State’s administrative reporting systems. With the implementation of the Workforce Investment Act (WIA), this report was revised to reflect the new WIA measures and the Act’s emphasis on program integration through the one-stop system. The revisions and the adoption of new short-term measures were based on the extensive solicitation of input from all parties and the recommendations of two working groups appointed by the Board which represented state and local agencies, the Regional Workforce Boards, and other interested parties.

The “regional outcome matrix,” often referred to as the “Red and Green Report” addresses outcomes for the three major one-stop partner programs in Florida: WIA programs, Wagner-Peyser programs, and the State’s TANF/Welfare Transition Program. All short-term measures outline performance outcomes that can be typically reported within one calendar quarter through the various programs’ management information systems. Results from the measures are compiled regionally and compared against other regions and statewide outcomes.

The WFI Board earmarked a total of approximately \$1.8 million in WIA State-Level 15% funds for incentive payments to high performing regions for performance in the 2002-2003 Fiscal Year, also setting aside commensurate amounts of Welfare Transition (TANF) and Wagner-Peyser funds for similar incentives. There are separate sets of awards for both short-term and long-term measures, with the total WIA funds equally divided between the two sets. The short term-measures are derived from the “Red and Green” annual report, using the comparative Entered Employment Rates for WIA Adults and Dislocated Workers, along with Customer Satisfaction scores for Individuals and Employers. The long-term measures for WIA incentive payments are derived from the 17 federal WIA measures. Both short-term and long-term award calculations reward both achievement of negotiated goals and performance in the top quartile among the 24 regions. In late October eighteen of Florida’s 24 Regional Workforce Boards were awarded incentive funds for their high performances for short term measures in WIA, Wagner-Peyser, and the State’s TANF/Welfare Transition Programs. The table to the right provides the total short term performance incentive awards by region.

Region/RWB	Award Totals
1	\$165,000.00
2	\$85,500.00
3	\$168,531.25
4	\$148,781.25
5	\$157,500.00
7	\$99,625.00
8	\$91,875.00
10	\$189,843.75
11	\$27,187.50
13	\$69,375.00
14	\$14,062.50
15	\$29,312.50
16	\$40,562.50
17	\$108,062.50
20	\$88,937.50
22	\$64,406.25
23	\$138,937.50
24	\$112,500.00
TOTAL	\$1,800,000.00

Regions with Highest “Red and Green” Performance Recognized

Each year awards are given at the annual Workforce Summit to recognize the state’s highest performing regions. Regions must have at least five measures rated “green” and no more than three measures rated “red” on the Red and Green Report. This year the criteria were modified slightly - the award winners had four measures rated green and no measures rated red. In addition to the Red and Green criteria, the region must meet the State Statute of 90% expenditures for direct client services for the major workforce programs and 50% ITA spending requirement , and the Federal Statute of 30% expenditure for out-of-school youth.

The 2002-2003 High Performers are:

Region 2, Workforce Development Board of Okaloosa and Walton Counties
Robert Dobson, Chair
Mary Lou Reed, Executive Director

Region 17, Polk County Workforce Development Board, Inc.
Neal A. Branch, Chair
Nancy Thompson, Executive Director

Region 20, Workforce Development Board of the Treasure Coast
Dr. William Dannahower, Chair
Gwenda Thompson, Executive Director

Champion of the Workforce System Award

This newly created award honors those who have demonstrated exceptional support and participation in advancing Florida’s workforce system.

James W. Apthorp, Senior Fellow
Collins Center

Workforce contributions include:

- Recommendations to the Florida Chamber’s planning group that produced the seminal “Cornerstone” report urging total redesign of Florida’s economic development approach to engage greater public/private governance, and link economic development to workforce development and a more responsive education system.
- Service on the initial board of Enterprise Florida which formed the Jobs and Education Partnership (JEP) that initiated the re-design of workforce systems and innovation such as Performance-Based Incentive Funding for the post-secondary education system.
- Chairmanship of the reconstituted Workforce Development Board under Enterprise Florida, succeeding Fred Schultz.
- Championing the development of extensive and nationally admired accountability systems, including the short-term “Red and Green” report and a system of financial rewards for high performing regions, and corrective interventions for persistently low-performing regions.

- Led the decision to have Florida volunteer for early implementation of the federal Workforce Investment Act (WIA) Only 4 states did so.
- Guided the development of the initial 5-Year WIA plan that still serves as Florida's basic structure, providing a strong emphasis on serving employer needs, offering incumbent workers training, consolidating/integrating services and funding streams, maximum flexibility allowed to Regional Board, within accountability controls, greater emphasis on outcomes over process, creative ties/supports for economic development, 3 strong policy/design Councils, and systematic pursuit of federal waivers to allow for greater state and local flexibility to respond more effectively to Florida's workforce needs.
- Continued service as Chairman of the WFI Finance Committee, Chairman of the ad Hoc "Red and Green" task group, and WFI representative to the K-20 Performance Accountability Task Force.

Leadership roles in multiple civic, business and economic development bodies, to include the Florida Chamber of Commerce, Enterprise Florida, Tampa Bay Partnership, Tampa Committee of 100, Greater Tampa Chamber of Commerce, Historical Association of South Florida, Florida Council of 100, and the FSU Foundation

Rebecca Rust, Process Manager

AWI Labor Market Statistics

Workforce contributions include:

- Initiated an extensive array of labor market services and products specifically for workforce and economic development. Some of the popular services are: GIS (geo-coding) maps for location analysis; job vacancy surveys for planning training and job placement programs; skills-matching analyses for identifying transferable jobs; economic and natural disaster impact analysis; targeted industry analysis and industry cluster analysis for economic development; labor supply studies for business recruitment; Internet delivery systems including *Frequently Asked Questions*; customized presentations for understanding local labor market conditions; customized monthly press releases; customer satisfaction surveys for improved service delivery; designed and conducted training for workforce, economic development, and educational managers; and produced award-winning publications.
- Represents the state of Florida on various national workgroups; through her involvement on these national workgroups, Florida stays on the forefront of new products and services in the realm of workforce and economic development.
- An elected member, representing Region 4 of the U.S. Department of Labor, Bureau of Labor Statistics, on the Workforce Information Council (WIC), created by the Workforce Investment Act. Council members work together to plan, guide, and oversee the nationwide workforce information system.
- Honored nationally in 2000 with The Vladimir Chavrid Memorial Award that recognizes excellence in the field of labor market information and workforce agency operations research.

Harriet Spivak, Executive Director
South Florida Workforce Board

Workforce contributions include:

- Together with the agency's Board of Directors, has charge of developing and overseeing workforce programs in Miami-Dade and Monroe counties.
- Has responsibilities for planning and policy functions, developing program designs, policy initiatives, service provider procurements, funding recommendations, oversight and evaluation functions.
- Prior to assuming the role of the South Florida Workforce Board Executive Director, Spivak served as Board Staff Director. Working her way up from Chief of the Policy Development and Review Unit to Assistant Director, and now to Executive Director of the Board, Spivak has planned and implemented workforce development initiatives for the past two decades.

Mike Stedem, Owner
Stedem Ford

Workforce contributions include:

- Involved with workforce service for the past 8 years.
- One of the founding members of the Polk County Workforce Development Board, Inc.; served as chairman of the workforce board, chairman of the first WAGES committee and current chairman of the New Business Development committee and active board member.
- Developed a successful program known as "Citrus Cars" that buys and leases inexpensive vehicles to people working their way off of welfare. Contributed to the legwork in establishing the program and operating its day-to-day activities. Donated thousands of hours of time, expertise and space at his dealership to house the program. Program has expanded to Hillsborough County.
- Through his vision and initiative almost 400 people in Polk County benefitted from inexpensive transportation so they could work or continue to work
- Brought together a group of automobile dealers from throughout the county to develop an apprenticeship program for dealership office support occupations

Charlie Hallatt, Master Electrician and Owner
Hallat Electrical Services

Workforce contributions include:

- Has contributed countless hours away from his Lee County business to be involved in workforce activities.
- Instrumental in the success of the workforce board's First Jobs/First Wages Careers-on-Wheels project, a mobile classroom designed to expose high school students to alternative careers in the Specialty Contractors industry
- Believes in strong educational and business partnerships and donates his time to numerous civic activities in Southwest Florida.

Dan Shorter, General Manager
The Palm Beach Post

Workforce contributions include:

- Formed a partnership with the Palm Beach County Workforce Alliance, Inc to help better connect job seekers and employers and to educate both groups about its many and varied services.
- The partnership is based on the Palm Beach Post sharing innovative technology and over \$1 million in marketing with Region 21 including cable and broadcast TV spots, email, billboards, event space and print promotions ranging from pizza box tops to 150,000 maps at the county fair.
- After 10 months, Region 21 has increased its market share of local employers 48% and more than 300 people a day are clicking from the Palm Beach Post website to learn more about workforce services.

Strengthening Families Award

This award honors those whose efforts have been directed toward supporting the Governor's initiatives designed to strengthen families.

Scott H. Hackmyer, Principal
Marion County's Howard Middle School

Contributions include:

- A pioneer in developing extensive after school programming that has enriched the learning opportunities of thousands of children; his program acknowledged by the Ocala Police Department as being critical in reducing juvenile crime in the West Ocala Weed and Seed and Front Porch Community
- A visionary in supporting the development of the Marion County Children's Alliance, keeping community leaders focused on children and families who need assistance.
- Coordinated with the CLM Workforce Connection office and organized a summer program to reduce youth violence in West Ocala.
- Serves on the Governor's West Ocala Revitalization Council



**Workforce Florida
2002-2003 Annual Report
Appendices**

www.workforceflorida.com

APPENDICES

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FLORIDA PROGRAM YEAR 2002-2003 STATE WIA PERFORMANCE

Negotiated Performance Measures Summary

Performance Measure	Negotiated Performance Level	Actual Performance Levels		
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For July 2002 through June 2003 Exiters.

Participant			# Exiters	7,640
Customer Satisfaction Score	71.0	78.34	# Completed Surveys	6,082
			Sample Size	32,248
Employer			# Customers	42,101
Customer Satisfaction Score	71.0	75.80	# Completed Surveys	6,834
			Sample Size	8,552

For October 2001 through September 2002 Exiters

Adult Entered Employment Rate	66.00%	67.7%	Numerator	6,904
			Denominator	10,192
Adult Employment Retention Rate	80.00%	82.4%	Numerator	8,075
			Denominator	9,801
Adult Earnings Change in Six Months	\$3,500	\$3,308	Numerator	\$32,422,864
			Denominator	9,801
Adult Employment and Credential Rate	42.00%	48.6%	Numerator	3,390
			Denominator	6,972
Dislocated Worker Entered Employment Rate	67.00%	76.6%	Numerator	6,381
			Denominator	8,331
Dislocated Worker Employment Retention Rate	81.00%	87.3%	Numerator	5,571
			Denominator	6,381
Dislocated Worker Earnings Replacement in Six Months	94.00%	90.6%	Numerator	\$72,299,884
			Denominator	\$79,824,057
Dislocated Worker Employment and Credential Rate	42.00%	46.8%	Numerator	2,400
			Denominator	5,132
Older Youth Entered Employment Rate	63.00%	64.6%	Numerator	633
			Denominator	980
Older Youth Employment Retention Rate	81.00%	79.5%	Numerator	691
			Denominator	869
Older Youth Earnings Change in Six Months	\$3,200	\$2,792	Numerator	\$2,426,084
			Denominator	869
Older Youth Credential Rate	31.00%	36.6%	Numerator	474
			Denominator	1,295
Younger Youth Retention Rate	40.00%	58.9%	Numerator	1,132
			Denominator	1,922

For July 2002 through June 2003 Exiters

Younger Youth Skill Attainment Rate	63.00%	69.9%	Numerator	15,128
			Denominator	21,647
Younger Youth Diploma or Equivalent Attainment Rate	40.00%	46.1%	Numerator	1,028
			Denominator	2,228

DEFINITIONS FOR WIA CORE PERFORMANCE MEASURES

Customer Satisfaction Measures

Participant Satisfaction

The weighted average of participant ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

Employer Satisfaction

The weighted average of employer ratings on each of the three questions regarding overall satisfaction are reported on a 0-100 point scale. The score is a weighted average, not a percentage.

Adult Measures

Adult Entered Employment Rate

Of those who are not employed at registration:

Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exist during the quarter.

Adult Employment Retention Rate at Six Months

Of those who are employed in the first quarter after exit:

Number of adults who are employed in the third quarter after exit divided by the number of adults who exit during the quarter.

Adult Average Earnings Change in Six Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of adults who exit during the quarter.

Adult Employment and Credential Rate

Of adults who received training services:

Number of adults who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of adults who exited services during the quarter.

Dislocated Worker Measures

Dislocated Worker Entered Employment Rate

Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter

Dislocated Worker Employment Retention Rate at Six Months

Of those who are employed in the first quarter after exit:

Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

Dislocated Worker Earnings Replacement Rate in Six Months

Of those who are employed in the first quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarters 2 + quarter 3 prior to dislocation)

Dislocated Worker Employment and Credential Rate

Of dislocated workers who received training services:

Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of dislocated workers who exited services during the quarter.

Older Youth (Age 19-21) Measures

Older Youth Entered Employment Rate

Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in the first quarter after exit:

Number of older youth who have entered employment by the end of the first quarter after exit divided by the number of older youth who exit during the quarter.

Older Youth Employment Retention Rate at Six Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:

Number of older youth who are employed in third quarter after exit divided by the number of older youth who exit during the quarter.

Older Youth Average Earnings Change in Six Months

Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to registration) divided by the number of older youth who exit during the quarter.

Older Youth Credential Rate

Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth who exit during the quarter.

Younger Youth (Age 14-18) Measures

Younger Youth Skill Attainment Rate

Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills:

Total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by

younger youth divided by the total number of basic skills goals plus the number of work readiness skills plus the number of occupational skills goals set.

Younger Youth Diploma or Equivalent Attainment

Of those who register without a diploma or equivalent:

Number of younger youth who attained secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit)

Younger Youth Retention Rate

Number of younger youth found in one of the following categories in the third quarter following exit:

- _post secondary education
- _advanced training
- _employment
- _military service
- _qualified apprenticeships

divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

**FY ENDING 6/30/2003
STATE WIA 15% SET-ASIDE PROJECTS**

Project	Time Period	Purpose	Performance Required	Performance Achieved
Incumbent Worker Program	7/1/02 to 6/30/03	Multiple Projects	See High Skills/High Wages Council Activities and Accomplishments. @6/30/03 grants to 56 companies and 2 consortia had trained 8,809 incumbent workers.	
Operation Paycheck	12/18/01 to 6/30/03	A program that credits Floridians with skills and experiences gained in their fields and apply that credit toward accelerated training and place them in demand occupations.		8600 enrolled with 78.68% of completers entering employment.
First Jobs/First Wages Council Projects	9/18/02 to 6/30/03	9 grants to selected Regional Workforce Boards and 2 grants to chambers of commerce to provide training and work experience(mentoring, internship, placement) to youth.	Serve 1,396 youth.	1,390 youth served.
High Skills/High Wages Council Projects – Skills Upgrade Training	4/22/03 to 12/31/03	12 grants to regional workforce boards to provide skills upgrade training in targeted industry sectors.	Provide training for 9,229 participants.	@6/30/03 8,315 have received training.
High Skills/High Wages – Employed Worker Training Initiative	1/15/03 to 6/30/03	22 grants regional workforce boards to provide start-up costs for the establishment of employed worker skills upgrade training efforts.	Deliverables related to planning and program development – training services for 639 participants.	19 of the 22 regional boards met their deliverables – 509 participants trained.
Special Information Technology Grant To RWB 3	11/1/01 to 9/30/02	Eight deliverables relating to information technology	One deliverable not met due to instructor problems	Served 37
High Tech Corridor Council/Intelligence Job Matching System	11/30/01 to 6/30/02	To construct a state of the art non-duplicative system designed to give Florida business access to current labor market data in a user friendly format.	Six deliverables that included surveys, data base electronic file and one-stop action file	All six deliverables successfully met.

FY ENDING 6/30/2003
STATE WIA 15% SET-ASIDE PROJECTS
(Continued)

Project	Time Period	Purpose	Performance Required	Performance Achieved
Society of the Plastics Industry	8/2/01 to 12/31/02	Training and industry recognized certification training to upgrade the skills of workers employed in the State's plastics industry.	330 participants to complete training.	168 completed training.
The Langley Group	4/4/03 to 12/31/03	The development and deployment of an add-on training component for the Florida National Entrepreneur Center.	8 deliverables related to training and website development and training for 225 participants.	@6/30/03 all deliverables on schedule and 78 trained.
Florida Atlantic University	3/10/03 to 3/9/04	Training in information technology, interior design, and the development of expanded certificate programs in the construction industry.	200 enrollments, 150 training completions, and 100 placements.	@6/30/03 176 enrollments, 72 training completions and 1 placement.
Brandt Systems	7/1/02 to 7/31/03	Phone surveys to meet federal requirements for participants and employers participating in the workforce system.	All deliverables relating to the phone survey in accordance with federal standards.	All deliverables met or exceeded.
Florida Space Research Institute (NASA)	6/11/01 – 9/30/02	Develop and implementation of a pilot aerospace "Advanced Learning Environment" workforce education program that supports state-wide growth of space related commercial and governmental programs.	Web site developed for employed worker distance learning and tested with 1,320 participants (aerospace employed workers).	Web Site developed and tested with over 1,700 participants all deliverables met.
Florida Trend	7/01/02 to 6/30/03	To educate youth on the one-stop delivery system and how employer and job seekers can benefit from the system.	Series of ads published in the Florida Trend and the production of a youth publication.	Products were satisfactorily delivered.
Geographic Solutions	1/1/01 to 12/31/02	To work with WFI and AWI to establish and communicate, via a web site, a statewide occupational demand listing for occupations of higher value	Various deliverables associated with the end product of a state-wide targeted occupations list.	All deliverables were met.
DOE (FETPIP)	7/1/02 to 6/30/03	To receive follow-up status on participants in the various funding streams relative to placement and wages.	Various deliverables associated with placement data.	All deliverables were met.

**Agency for Workforce Innovation - Annual Program Expenditures
FY 2002-03 (July 1, 2002 to June 30, 2003)
State-Level WIA Rapid Response**

RWB	WIA Rapid Response Allocation	WIA Rapid Response Expenditures	Total Direct Client Services (DCS)	% DCS
Statewide Program Services	1,800,000	1,624,209	1,624,209	100%
1	0	0	0	
2	242,920	138,410	138,410	100%
3	49,800	1,491	1,491	100%
4	0	0	0	
5	180,000	100,000	100,000	100%
6	62,450	62,450	62,450	100%
7	277,907	197,964	197,964	100%
8	850,000	850,000	650,000	76%
9	0	0	0	
10	0	0	0	
11	180,000	53,612	53,612	100%
12	0	0	0	
13	447,436	297,327	297,327	100%
14	500,000	200,000	200,000	100%
15	0	0	0	
16	0	0	0	
17	0	0	0	
18	0	0	0	
19	0	0	0	
20	250,000	250,000	250,000	100%
21	200,000	200,000	200,000	100%
22	496,888	496,888	496,888	100%
23	2,244,265	694,441	694,441	100%
24	90,000	5,996	5,996	100%
Sub-Total	6,071,666	3,548,579	3,348,579	94%
Operation Paycheck	2,500,000	2,500,000	2,500,000	100%
Transportation Security	25,000	24,392	24,392	100%
Teacher Initiative	250,000	0		
Sub-Total	2,775,000	2,524,392	2,524,392	100%
Unallocated Funds	770,684	0	0	
Total Rapid Response	11,142,350	7,672,788	7,472,788	97%

Source: Agency for Workforce Innovation, 9/23/03.

FLORIDA WIA FINANCIAL STATEMENT

7/1/02 TO 6/30/03

Operating Results	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources	\$146,770,701	\$121,922,132	83.1%	\$24,848,569
Adult Program Funds	\$26,304,339	\$20,410,187	77.6%	\$5,894,152
Adult Carry in Monies	\$7,076,880	\$7,076,880	100.0%	\$0
Total Available Local Adult	\$33,381,219	\$27,487,067	82.3%	\$5,894,152
Dislocated Worker Program Funds	\$23,620,641	\$21,434,592	90.7%	\$2,186,049
Dislocated Wkr. Carry in Monies	\$4,066,127	\$4,066,127	100.0%	\$0
Total Available Local Dislocated	\$27,686,768	\$25,500,719	92.1%	\$2,186,049
Youth Program Funds	\$30,992,934	\$26,178,804	84.5%	\$4,814,130
Youth Carry in Monies	\$7,910,674	\$7,910,674	100.0%	\$0
Total Available Local Youth	\$38,903,608	\$34,089,478	87.6%	\$4,814,130
Out-of-School Youth		\$14,831,064		
In-School Youth		\$19,258,414		
Summer Employment Opportunities		\$2,162,780		
Local Administration Funds	\$7,584,090	\$6,136,768	80.9%	\$1,447,322
Carry in Monies	\$1,947,039	\$1,947,039	100.0%	\$0
Total Available Local	\$9,531,129	\$8,083,807	84.8%	\$1,447,322
Rapid Response Funds	\$10,026,715	\$6,282,153	62.7%	\$3,744,562
Carry in Monies	\$1,390,635	\$1,390,635	100.0%	\$0
Total Available State Level Rapid	\$11,417,350	\$7,672,788	67.2%	\$3,744,562
Statewide Activity Funds	\$17,426,609	\$10,664,255	61.2%	\$6,762,354
Carry in Monies	\$8,424,018	\$8,424,018	100.0%	\$0
Total Available Statewide Activity	\$25,850,627	\$19,088,273	73.8%	\$6,762,354

**TABLE 6: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/01 TO 9/30/02**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$946,393	100.0%				
TOTAL EXPEND.	\$715,217	75.6%	307	\$2,330	127	\$5,632
EXPEND. OTHER SERVICES**	\$268,390	37.5%	307	\$874	127	\$2,113
EXPEND. TRAINING	\$399,176	55.8%	155	\$2,575	118	\$3,383
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$254,889	100.0%				
TOTAL EXPEND.	\$246,174	96.6%	376	\$655	225	\$1,094
EXPEND. OTHER SERVICES**	\$28,899	11.7%	376	\$77	225	\$128
EXPEND. TRAINING	\$197,634	80.3%	198	\$998	179	\$1,104
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$583,482	100.0%				
TOTAL EXPEND.	\$449,769	77.1%	226	\$1,990	96	\$4,685
EXPEND. OTHER SERVICES**	\$136,393	30.3%	226	\$604	96	\$1,421
EXPEND. TRAINING	\$287,024	63.8%	86	\$3,337	65	\$4,416
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$912,852	100.0%				
TOTAL EXPEND.	\$835,744	91.6%	521	\$1,604	276	\$3,028
EXPEND. OTHER SERVICES**	\$186,318	22.3%	521	\$358	276	\$675
EXPEND. TRAINING	\$603,287	72.2%	128	\$4,713	97	\$6,219
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$949,886	100.0%				
TOTAL EXPEND.	\$816,056	85.9%	484	\$1,686	207	\$3,942
EXPEND. OTHER SERVICES**	\$343,800	42.1%	484	\$710	207	\$1,661
EXPEND. TRAINING	\$417,562	51.2%	147	\$2,841	112	\$3,728
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$294,453	100.0%				
TOTAL EXPEND.	\$325,955	110.7%	262	\$1,244	145	\$2,248
EXPEND. OTHER SERVICES**	\$102,976	31.6%	262	\$393	145	\$710
EXPEND. TRAINING	\$191,477	58.7%	124	\$1,544	90	\$2,128
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$308,050	100.0%				
TOTAL EXPEND.	\$271,177	88.0%	97	\$2,796	22	\$12,326
EXPEND. OTHER SERVICES**	\$101,922	37.6%	97	\$1,051	22	\$4,633
EXPEND. TRAINING	\$142,137	52.4%	28	\$5,076	17	\$8,361
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,936,483	100.0%				
TOTAL EXPEND.	\$1,742,448	90.0%	1,851	\$941	636	\$2,740
EXPEND. OTHER SERVICES**	\$1,161,648	66.7%	1,851	\$628	636	\$1,826
EXPEND. TRAINING	\$439,911	25.2%	735	\$599	603	\$730
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$418,004	100.0%				
TOTAL EXPEND.	\$400,845	95.9%	224	\$1,789	87	\$4,607
EXPEND. OTHER SERVICES**	\$138,561	34.6%	224	\$619	87	\$1,593
EXPEND. TRAINING	\$239,695	59.8%	53	\$4,523	40	\$5,992

* Positive outcomes include entered employment and the successful completion of services to employed workers to assist them in upgrading their employment.

** Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

TABLE 6: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/01 TO 9/30/02

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,127,074	100.0%				
TOTAL EXPEND.	\$875,569	77.7%	364	\$2,405	90	\$9,729
EXPEND. OTHER SERVICES**	\$270,498	30.9%	364	\$743	90	\$3,006
EXPEND. TRAINING	\$537,734	61.4%	120	\$4,481	88	\$6,111

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$684,000	100.0%				
TOTAL EXPEND.	\$744,380	108.8%	803	\$927	424	\$1,756
EXPEND. OTHER SERVICES**	\$412,081	55.4%	803	\$513	424	\$972
EXPEND. TRAINING	\$264,030	35.5%	298	\$886	265	\$996

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,090,558	100.0%				
TOTAL EXPEND.	\$1,007,446	92.4%	593	\$1,699	185	\$5,446
EXPEND. OTHER SERVICES**	\$423,826	42.1%	593	\$715	185	\$2,291
EXPEND. TRAINING	\$395,996	39.3%	97	\$4,082	75	\$5,280

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$746,205	100.0%				
TOTAL EXPEND.	\$822,111	110.2%	431	\$1,907	167	\$4,923
EXPEND. OTHER SERVICES*	\$235,113	28.6%	431	\$546	167	\$1,408
EXPEND. TRAINING	\$511,092	62.2%	164	\$3,116	113	\$4,523

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,253,933	100.0%				
TOTAL EXPEND.	\$1,081,781	86.3%	880	\$1,229	245	\$4,415
EXPEND. OTHER SERVICES**	\$457,436	42.3%	880	\$520	245	\$1,867
EXPEND. TRAINING	\$563,072	52.1%	576	\$978	179	\$3,146

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,527,680	100.0%				
TOTAL EXPEND.	\$1,078,310	70.6%	683	\$1,579	197	\$5,474
EXPEND. OTHER SERVICES**	\$628,484	58.3%	683	\$920	197	\$3,190
EXPEND. TRAINING	\$280,888	26.0%	217	\$1,294	127	\$2,212

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$662,214	100.0%				
TOTAL EXPEND.	\$655,745	99.0%	418	\$1,569	135	\$4,857
EXPEND. OTHER SERVICES**	\$454,346	69.3%	418	\$1,087	135	\$3,366
EXPEND. TRAINING	\$201,399	30.7%	103	\$1,955	67	\$3,006

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,854,204	100.0%				
TOTAL EXPEND.	\$1,609,815	86.8%	750	\$2,146	278	\$5,791
EXPEND. OTHER SERVICES**	\$482,506	30.0%	750	\$643	278	\$1,736
EXPEND. TRAINING	\$1,017,665	63.2%	168	\$6,058	134	\$7,595

* Positive outcomes include entered employment and the successful completion of services to employed workers to assist them in upgrading their employment.

** Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 6: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
ADULT PROGRAM
10/1/01 TO 9/30/02**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$596,214	100.0%				
TOTAL EXPEND.	\$539,246	90.4%	212	\$2,544	80	\$6,741
EXPEND. OTHER SERVICES**	\$374,685	69.5%	212	\$1,767	80	\$4,684
EXPEND. TRAINING	\$114,062	21.2%	90	\$1,267	78	\$1,462

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$926,140	100.0%				
TOTAL EXPEND.	\$609,334	65.8%	212	\$2,874	39	\$15,624
EXPEND. OTHER SERVICES**	\$406,300	66.7%	212	\$1,917	39	\$10,418
EXPEND. TRAINING	\$186,025	30.5%	39	\$4,770	27	\$6,890

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$4,635,346	100.0%				
TOTAL EXPEND.	\$3,689,950	79.6%	940	\$3,925	377	\$9,788
EXPEND. OTHER SERVICES**	\$1,526,527	41.4%	940	\$1,624	377	\$4,049
EXPEND. TRAINING	\$1,922,583	52.1%	396	\$4,855	295	\$6,517

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$3,193,722	100.0%				
TOTAL EXPEND.	\$2,934,369	91.9%	2,272	\$1,292	839	\$3,497
EXPEND. OTHER SERVICES**	\$1,154,629	39.3%	2,272	\$508	839	\$1,376
EXPEND. TRAINING	\$1,452,556	49.5%	367	\$3,958	213	\$6,820

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$2,894,999	100.0%				
TOTAL EXPEND.	\$2,657,237	91.8%	935	\$2,842	275	\$9,663
EXPEND. OTHER SERVICES**	\$283,198	10.7%	935	\$303	275	\$1,030
EXPEND. TRAINING	\$2,170,424	81.7%	347	\$6,255	185	\$11,732

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$10,022,108	100.0%				
TOTAL EXPEND.	\$7,788,916	77.7%	10,390	\$750	4,394	\$1,773
EXPEND. OTHER SERVICES**	\$3,961,552	50.9%	10,390	\$381	4,394	\$902
EXPEND. TRAINING	\$3,485,343	44.7%	2,081	\$1,675	1,225	\$2,845

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$1,602,977	100.0%				
TOTAL EXPEND.	\$1,754,396	109.4%	419	\$4,187	197	\$8,906
EXPEND. OTHER SERVICES**	\$1,012,717	57.7%	419	\$2,417	197	\$5,141
EXPEND. TRAINING	\$590,260	33.6%	162	\$3,644	124	\$4,760

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOME	COST PER POS. OUTCOME
TOTAL AVAIL.	\$39,421,866	100.0%				
TOTAL EXPEND.	\$33,672,663	85.4%	24,650	\$1,366	9,743	\$3,456
EXPEND. OTHER SERVICES**	\$14,552,805	43.2%	24,650	\$590	9,743	\$1,494
EXPEND. TRAINING	\$16,611,032	49.3%	6,879	\$2,415	4,516	\$3,678

* Positive outcomes include entered employment and the successful completion of services to employed workers to assist them in upgrading their employment.

** Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 7: PROGRAM YEAR 2002-2003 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/01 TO 9/30/02**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$670,913	100.0%				
TOTAL EXPEND.	\$506,512	75.5%	251	\$2,018	105	\$ 4,824
EXPEND. OTHER SERVICES*	\$351,247	69.3%	251	\$1,399	105	\$ 3,345
EXPEND. TRAINING	\$126,115	24.9%	127	\$993	101	\$ 1,249
REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$250,884	100.0%				
TOTAL EXPEND.	\$228,278	91.0%	316	\$722	122	\$1,871
EXPEND. OTHER SERVICES*	\$30,797	13.5%	316	\$97	122	\$252
EXPEND. TRAINING	\$176,653	77.4%	130	\$1,359	106	\$1,667
REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$285,258	100.0%				
TOTAL EXPEND.	\$212,219	74.4%	124	\$1,711	44	\$4,823
EXPEND. OTHER SERVICES*	\$74,873	35.3%	124	\$604	44	\$1,702
EXPEND. TRAINING	\$122,803	57.9%	57	\$2,154	39	\$3,149
REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$516,036	100.0%				
TOTAL EXPEND.	\$405,430	78.6%	223	\$1,818	81	\$5,005
EXPEND. OTHER SERVICES*	\$58,927	14.5%	223	\$264	81	\$727
EXPEND. TRAINING	\$309,369	76.3%	99	\$3,125	78	\$3,966
REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$466,294	100.0%				
TOTAL EXPEND.	\$316,036	67.8%	469	\$674	89	\$3,551
EXPEND. OTHER SERVICES*	\$152,925	48.4%	469	\$326	89	\$1,718
EXPEND. TRAINING	\$141,929	44.9%	66	\$2,150	53	\$2,678
REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$166,779	100.0%				
TOTAL EXPEND.	\$200,767	120.4%	134	\$1,498	50	\$4,015
EXPEND. OTHER SERVICES*	\$71,454	35.6%	134	\$533	50	\$1,429
EXPEND. TRAINING	\$95,325	47%	49	\$711	36	\$2,648
REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$143,296	100.0%				
TOTAL EXPEND.	\$64,452	45.0%	236	\$273	88	\$732
EXPEND. OTHER SERVICES*	\$19,057	29.6%	236	\$81	88	\$217
EXPEND. TRAINING	\$40,860	63.4%	84	\$486	57	\$717
REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,078,155	100.0%				
TOTAL EXPEND.	\$1,871,057	90.0%	1,240	\$1,509	277	\$6,755
EXPEND. OTHER SERVICES*	\$1,425,383	76.2%	1,240	\$1,150	277	\$5,146
EXPEND. TRAINING	\$398,995	21.3%	304	\$1,312	247	\$1,615
REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$188,568	100.0%				
TOTAL EXPEND.	\$123,634	65.6%	103	\$1,200	23	\$5,375
EXPEND. OTHER SERVICES*	\$60,096	48.6%	103	\$583	23	\$2,613
EXPEND. TRAINING	\$44,347	35.9%	14	\$3,168	12	\$3,696

* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 7: PROGRAM YEAR 2002-2003 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/01 TO 9/30/02**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$573,456	100.0%				
TOTAL EXPEND.	\$360,328	62.8%	132	\$2,730	40	\$9,008
EXPEND. OTHER SERVICES*	\$149,433	41.5%	132	\$1,132	40	\$3,736
EXPEND. TRAINING	\$169,996	47.2%	44	\$3,864	39	\$4,359

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$535,114	100.0%				
TOTAL EXPEND.	\$577,412	107.9%	711	\$812	188	\$3,071
EXPEND. OTHER SERVICES*	\$309,990	53.7%	711	\$436	188	\$1,649
EXPEND. TRAINING	\$225,124	39.0%	133	\$1,693	93	\$2,421

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,235,048	100.0%				
TOTAL EXPEND.	\$1,811,290	81.0%	1,255	\$1,443	427	\$4,242
EXPEND. OTHER SERVICES*	\$714,223	39.4%	1,255	\$569	427	\$1,673
EXPEND. TRAINING	\$946,898	52.3%	148	\$6,398	119	\$7,957

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$741,265	100.0%				
TOTAL EXPEND.	\$532,068	71.8%	370	\$1,438	130	\$4,093
EXPEND. OTHER SERVICES*	\$161,804	30.4%	370	\$437	130	\$1,245
EXPEND. TRAINING	\$318,435	59.8%	97	\$3,283	81	\$3,931

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,200,418	100.0%				
TOTAL EXPEND.	\$679,871	56.6%	1,432	\$475	379	\$1,794
EXPEND. OTHER SERVICES*	\$134,947	19.8%	1,432	\$94	379	\$356
EXPEND. TRAINING	\$486,383	71.5%	294	\$1,654	252	\$1,930

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,448,753	100.0%				
TOTAL EXPEND.	\$1,272,683	87.8%	1,441	\$883	296	\$4,300
EXPEND. OTHER SERVICES*	\$622,592	48.9%	1,441	\$432	296	\$2,103
EXPEND. TRAINING	\$504,690	39.7%	192	\$2,629	170	\$2,969

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$758,238	100.0%				
TOTAL EXPEND.	\$688,235	90.8%	346	\$1,989	103	\$6,682
EXPEND. OTHER SERVICES*	\$439,880	63.9%	346	\$1,271	103	\$1,271
EXPEND. TRAINING	\$222,085	32.3%	93	\$2,388	70	\$3,173

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,416,588	100.0%				
TOTAL EXPEND.	\$1,207,003	85.2%	544	\$2,219	174	\$6,937
EXPEND. OTHER SERVICES*	\$605,907	50.2%	544	\$1,114	174	\$3,482
EXPEND. TRAINING	\$526,374	43.6%	73	\$7,211	54	\$9,748

* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 7: PROGRAM YEAR 2002-2003 WIA EXPENDITURES
DISLOCATED WORKER PROGRAM
10/1/01 TO 9/30/02**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$786,233	100.0%				
TOTAL EXPEND.	\$671,060	85.4%	172	\$3,902	36	\$18,641
EXPEND. OTHER SERVICES*	\$443,949	66.2%	172	\$2,581	36	\$12,332
EXPEND. TRAINING	\$167,927	25.0%	45	\$3,732	32	\$5,248

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$434,114	100.0%				
TOTAL EXPEND.	\$296,910	68.4%	50	\$5,938	13	\$22,839
EXPEND. OTHER SERVICES*	\$238,802	80.4%	50	\$4,776	13	\$18,369
EXPEND. TRAINING	\$43,377	14.6%	11	\$3,943	9	\$4,820

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,591,850	100.0%				
TOTAL EXPEND.	\$2,305,473	89.0%	541	\$4,262	192	\$12,008
EXPEND. OTHER SERVICES*	\$1,023,930	44.4%	541	\$1,893	192	\$5,333
EXPEND. TRAINING	\$1,059,235	45.9%	176	\$6,018	142	\$7,459

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,784,639	100.0%				
TOTAL EXPEND.	\$3,031,789	108.9%	1,958	\$1,548	697	\$4,350
EXPEND. OTHER SERVICES*	\$1,081,931	35.7%	1,958	\$553	697	\$1,552
EXPEND. TRAINING	\$1,702,708	56.2%	261	\$6,524	200	\$8,514

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$2,865,501	100.0%				
TOTAL EXPEND.	\$2,368,065	82.6%	1,681	\$1,409	229	\$10,341
EXPEND. OTHER SERVICES*	\$362,495	15.3%	1,681	\$216	229	\$1,583
EXPEND. TRAINING	\$1,882,458	79.5%	253	\$7,441	192	\$9,804

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$7,110,633	100.0%				
TOTAL EXPEND.	\$7,625,234	107.2%	8,243	\$925	2,223	\$3,430
EXPEND. OTHER SERVICES*	\$4,129,978	54.2%	8,243	\$501	2,223	\$1,858
EXPEND. TRAINING	\$2,980,655	39.1%	1,932	\$1,543	1,366	\$2,182

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$1,032,361	100.0%				
TOTAL EXPEND.	\$1,103,446	106.9%	333	\$3,314	112	\$9,852
EXPEND. OTHER SERVICES*	\$666,273	60.4%	333	\$2,001	112	\$5,949
EXPEND. TRAINING	\$353,218	32.0%	122	\$2,895	89	\$3,969

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL PLACED	COST PER ENTERED EMPLOYMENT
TOTAL AVAIL.	\$31,280,394	100.0%				
TOTAL EXPEND.	\$28,459,252	91.0%	22,305	\$1,276	6,118	\$4,652
EXPEND. OTHER SERVICES*	\$13,330,893	46.8%	22,305	\$598	6,118	\$2,179
EXPEND. TRAINING	\$13,045,959	45.8%	4,804	\$2,716	3,637	\$3,587

* Assisted core and intensive services constitute "Other Services". All those who receive Training must have received core and intensive services pursuant to WIA regulations.

**TABLE 8: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
 OLDER YOUTH PROGRAM
 7/1/02 TO 6/30/03**

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,384,821	100.0%				
TOTAL EXPEND.	\$84,246	6.1%	30	\$2,808	2	\$42,123
OTHER SERVICES***	\$59,874	71.1%	30	\$1,996	2	\$29,937
TRAINING	\$18,970	22.5%	30	\$632	2	\$9,485

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$466,241	100.0%				
TOTAL EXPEND.	\$36,154	7.8%	53	\$682	27	\$1,339
OTHER SERVICES***	\$16,036	44.4%	53	\$303	27	\$594
TRAINING	\$17,176	47.5%	53	\$324	27	\$636

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$883,104	100.0%				
TOTAL EXPEND.	\$175,162	19.8%	40	\$4,379	13	\$13,474
OTHER SERVICES***	\$48,268	27.6%	40	\$1,207	13	\$3,713
TRAINING	\$111,436	63.6%	33	\$3,377	12	\$9,286

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,021,040	100.0%				
TOTAL EXPEND.	\$155,798	15.3%	112	\$1,391	49	\$3,180
OTHER SERVICES***	\$36,809	23.6%	112	\$329	49	\$751
TRAINING	\$108,517	69.7%	111	\$978	49	\$2,215

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$795,419	100.0%				
TOTAL EXPEND.	\$176,013	22.1%	78	\$2,257	10	\$17,601
OTHER SERVICES***	\$118,024	67.1%	78	\$1,513	10	\$11,802
TRAINING	\$51,845	29.5%	72	\$720	10	\$5,185

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$690,969	100.0%				
TOTAL EXPEND.	\$437,553	63.3%	20	\$21,878	10	\$43,755
OTHER SERVICES***	\$44,718	10.2%	20	\$2,236	10	\$4,472
TRAINING	\$355,177	81.2%	20	\$17,759	10	\$35,518

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$466,241	100.0%				
TOTAL EXPEND.	\$206,885	44.4%	26	\$7,957	8	\$25,861
OTHER SERVICES***	\$111,800	54.0%	26	\$4,300	8	\$13,975
TRAINING	\$69,499	33.6%	22	\$3,159	8	\$8,687

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,741,656	100.0%				
TOTAL EXPEND.	\$1,693,997	45.3%	141	\$12,014	47	\$36,042
OTHER SERVICES***	\$1,187,711	70.1%	141	\$8,423	47	\$25,270
TRAINING	\$463,169	27.3%	138	\$3,356	47	\$9,855

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$663,326	100.0%				
TOTAL EXPEND.	\$51,120	7.7%	18	\$2,840	5	\$10,224
OTHER SERVICES***	\$33,431	65.4%	18	\$1,857	5	\$6,686
TRAINING	\$14,046	27.5%	15	\$936	5	\$2,809

* Positive Outcomes for Older Youth include entered employment and credential attainment.

** Total WIA Youth Grant for both older and younger youth services.

*** Designates assessment and all services other than training.

**TABLE 8: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
 OLDER YOUTH PROGRAM
 7/1/02 TO 6/30/03**

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$954,637	100.0%				
TOTAL EXPEND.	\$344,721	36.1%	108	\$3,192	27	\$12,767
OTHER SERVICES***	\$54,005	15.7%	108	\$500	27	\$2,000
TRAINING	\$275,699	80.0%	108	\$2,553	27	\$10,211

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$801,151	100.0%				
TOTAL EXPEND.	\$213,806	26.7%	81	\$2,640	54	\$3,959
OTHER SERVICES***	\$14,738	6.9%	81	\$182	54	\$273
TRAINING	\$183,971	86.0%	75	\$2,453	50	\$3,679

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,857,405	100.0%				
TOTAL EXPEND.	\$619,230	33.3%	93	\$6,658	38	\$16,296
OTHER SERVICES***	\$108,968	17.6%	93	\$1,172	38	\$2,868
TRAINING	\$474,534	76.6%	93	\$5,103	38	\$12,488

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$862,067	100.0%				
TOTAL EXPEND.	\$208,033	24.1%	31	\$6,711	18	\$11,557
OTHER SERVICES***	\$57,186	27.5%	31	\$1,845	18	\$3,177
TRAINING	\$135,808	65.3%	31	\$4,381	18	\$7,545

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$854,285	100.0%				
TOTAL EXPEND.	\$512,840	60.0%	44	\$11,655	25	\$20,514
OTHER SERVICES***	\$247,247	48.2%	44	\$5,619	25	\$9,890
TRAINING	\$254,103	49.5%	44	\$5,775	25	\$10,164

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,144,737	100.0%				
TOTAL EXPEND.	\$564,537	26.3%	323	\$1,748	119	\$4,744
OTHER SERVICES***	\$398,495	70.6%	323	\$1,234	119	\$3,349
TRAINING	\$91,868	16.3%	260	\$353	97	\$947

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$535,448	100.0%				
TOTAL EXPEND.	\$82,772	15.5%	41	\$2,019	8	\$10,346
OTHER SERVICES***	\$38,407	46.4%	41	\$937	8	\$4,801
TRAINING	\$41,333	49.9%	39	\$1,060	7	\$5,905

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,815,822	100.0%				
TOTAL EXPEND.	\$0	0.0%	0	\$0	0	\$0
OTHER SERVICES***	\$0	0.0%	0	\$0	0	\$0
TRAINING	\$0	0.0%	0	\$0	0	\$0

* Positive Outcomes for Older Youth include entered employment and credential attainment.

** Total WIA Youth Grant for both older and younger youth services.

*** Designates assessment and all services other than training.

**TABLE 8: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
 OLDER YOUTH PROGRAM
 7/1/02 TO 6/30/03**

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$393,959	100.0%				
TOTAL EXPEND.	\$164,916	41.9%	32	\$5,154	8	\$20,614
OTHER SERVICES***	\$72,672	44.1%	32	\$2,271	8	\$9,084
TRAINING	\$72,672	44.1%	17	\$4,275	8	\$9,084

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$611,932	100.0%				
TOTAL EXPEND.	\$25,266	4.1%	12	\$2,106	8	\$3,158
OTHER SERVICES***	\$5,880	23.3%	12	\$490	8	\$735
TRAINING	\$18,349	72.6%	10	\$1,835	7	\$2,621

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,573,763	100.0%				
TOTAL EXPEND.	\$605,983	23.5%	110	\$5,509	54	\$11,222
OTHER SERVICES***	\$332,393	54.9%	110	\$3,022	54	\$6,155
TRAINING	\$235,960	38.9%	104	\$2,269	52	\$4,538

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,190,965	100.0%				
TOTAL EXPEND.	\$232,210	7.3%	266	\$873	101	\$2,299
OTHER SERVICES***	\$101,087	43.5%	266	\$380	101	\$1,001
TRAINING	\$115,017	49.5%	149	\$772	58	\$1,983

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,227,156	100.0%				
TOTAL EXPEND.	\$1,119,673	50.3%	94	\$11,911	54	\$20,735
OTHER SERVICES***	\$96,306	8.6%	94	\$1,025	54	\$1,783
TRAINING	\$971,837	86.8%	93	\$10,450	53	\$18,337

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$11,208,909	100.0%				
TOTAL EXPEND.	\$2,708,642	24.2%	1,493	\$1,814	177	\$15,303
OTHER SERVICES***	\$2,149,934	79.4%	1,493	\$1,440	177	\$12,147
TRAINING	\$144,594	5.3%	1,365	\$106	168	\$861

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,179,744	100.0%				
TOTAL EXPEND.	\$159,635	13.5%	40	\$3,991	14	\$11,402
OTHER SERVICES***	\$62,017	38.8%	40	\$1,550	14	\$4,430
TRAINING	\$77,724	48.7%	39	\$1,993	14	\$5,552

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$42,099,606	100.0%				
TOTAL EXPEND.	\$10,579,192	25.1%	3,299	\$3,207	884	\$11,967
OTHER SERVICES***	\$5,396,006	51.0%	3,299	\$1,636	884	\$6,104
TRAINING	\$4,303,304	40.7%	2,934	\$1,467	800	\$5,379

* Positive Outcomes for Older Youth include entered employment and credential attainment.

** Total WIA Youth Grant for both older and younger youth services.

*** Designates assessment and all services other than training.

TABLE 9: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUNGER YOUTH PROGRAM
7/1/02 TO 6/30/03

REGION 1	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,384,821	100.0%				
TOTAL EXPEND.	\$1,114,221	80.5%	331	\$3,366	158	\$7,052
OTHER SERVICES***	\$618,672	55.5%	331	\$1,869	158	\$3,916
TRAINING	\$424,103	38.1%	331	\$1,281	158	\$2,684

REGION 2	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$466,241	100.0%				
TOTAL EXPEND.	\$181,953	39.0%	240	\$758	115	\$1,582
OTHER SERVICES***	\$84,809	46.6%	240	\$353	115	\$737
TRAINING	\$82,339	45.3%	239	\$345	114	\$722

REGION 3	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$883,104	100.0%				
TOTAL EXPEND.	\$441,083	49.9%	376	\$1,173	229	\$1,926
OTHER SERVICES***	\$106,345	24.1%	376	\$283	229	\$464
TRAINING	\$295,811	67.1%	357	\$829	215	\$1,376

REGION 4	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,021,040	100.0%				
TOTAL EXPEND.	\$657,479	64.4%	525	\$1,252	173	\$3,800
OTHER SERVICES***	\$226,321	34.4%	525	\$431	173	\$1,308
TRAINING	\$386,966	58.9%	525	\$737	173	\$2,237

REGION 5	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$795,419	100.0%				
TOTAL EXPEND.	\$619,406	77.9%	376	\$1,647	74	\$8,370
OTHER SERVICES***	\$531,098	85.7%	376	\$1,412	74	\$7,177
TRAINING	\$66,688	10.8%	376	\$177	71	\$939

REGION 6	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$690,969	100.0%				
TOTAL EXPEND.	\$253,416	36.7%	151	\$1,678	56	\$4,525
OTHER SERVICES***	\$23,123	9.1%	151	\$153	56	\$413
TRAINING	\$208,483	82.3%	148	\$1,409	54	\$3,861

REGION 7	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$466,241	100.0%				
TOTAL EXPEND.	\$172,595	37.0%	195	\$885	112	\$1,541
OTHER SERVICES***	\$41,857	24.3%	195	\$215	112	\$374
TRAINING	\$109,392	63.4%	183	\$598	101	\$1,083

REGION 8	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,741,656	100.0%				
TOTAL EXPEND.	\$1,434,230	38.3%	652	\$2,200	204	\$7,031
OTHER SERVICES***	\$917,370	64.0%	652	\$1,407	204	\$4,497
TRAINING	\$480,354	33.5%	652	\$737	203	\$2,366

REGION 9	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$663,326	100.0%				
TOTAL EXPEND.	\$360,542	54.4%	279	\$1,292	107	\$3,370
OTHER SERVICES***	\$247,118	68.5%	279	\$886	107	\$2,310
TRAINING	\$87,733	24.3%	277	\$317	106	\$828

* Positive Outcomes for Younger Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; attainment of a youth goal; and attainment of a diploma.

** Total WIA Youth Grant for both older and younger youth services.

*** Designates assessment and all services other than training.

TABLE 9: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUNGER YOUTH PROGRAM
7/1/02 TO 6/30/03

REGION 10	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$954,637	100.0%				
TOTAL EXPEND.	\$388,710	40.7%	411	\$946	82	\$4,740
OTHER SERVICES***	\$136,786	35.2%	411	\$333	82	\$1,668
TRAINING	\$234,991	60.5%	411	\$572	82	\$2,866

REGION 11	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$801,151	100.0%				
TOTAL EXPEND.	\$426,925	53.3%	254	\$1,681	172	\$2,482
OTHER SERVICES***	\$24,577	5.8%	254	\$97	172	\$143
TRAINING	\$372,202	87.2%	239	\$1,557	164	\$2,270

REGION 12	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,857,405	100.0%				
TOTAL EXPEND.	\$1,203,739	64.8%	696	\$1,730	544	\$2,213
OTHER SERVICES***	\$178,640	14.8%	696	\$257	544	\$328
TRAINING	\$955,646	79.4%	696	\$1,373	544	\$1,757

REGION 13	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$862,067	100.0%				
TOTAL EXPEND.	\$645,846	74.9%	109	\$5,925	79	\$8,175
OTHER SERVICES***	\$429,395	66.5%	109	\$3,939	79	\$5,435
TRAINING	\$169,760	26.3%	109	\$1,557	79	\$2,149

REGION 14	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$854,285	100.0%				
TOTAL EXPEND.	\$467,014	54.7%	293	\$1,594	84	\$5,560
OTHER SERVICES***	\$140,538	30.1%	293	\$480	84	\$1,673
TRAINING	\$316,013	67.7%	292	\$1,082	84	\$3,762

REGION 15	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,144,737	100.0%				
TOTAL EXPEND.	\$1,106,824	51.6%	961	\$1,152	397	\$2,788
OTHER SERVICES***	\$728,244	65.8%	961	\$758	397	\$1,834
TRAINING	\$233,156	21.1%	920	\$253	377	\$618

REGION 16	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$535,448	100.0%				
TOTAL EXPEND.	\$398,020	74.3%	263	\$1,513	122	\$3,262
OTHER SERVICES***	\$176,451	44.3%	263	\$671	122	\$1,446
TRAINING	\$206,990	52.0%	263	\$787	122	\$1,697

REGION 17	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,815,822	100.0%				
TOTAL EXPEND.	\$2,702,866	96.0%	351	\$7,700	201	\$13,447
OTHER SERVICES***	\$381,691	14.1%	351	\$1,087	201	\$1,899
TRAINING	\$2,188,675	81.0%	350	\$6,253	200	\$10,943

* Positive Outcomes for Younger Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; attainment of a youth goal; and attainment of a diploma.

** Total WIA Youth Grant for both older and younger youth services.

*** Designates assessment and all services other than training.

TABLE 9: PROGRAM YEAR 2002-2003 WIA EXPENDITURES/COST PER POSITIVE OUTCOME*
YOUNGER YOUTH PROGRAM
7/1/02 TO 6/30/03

REGION 18	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$393,959	100.0%				
TOTAL EXPEND.	\$158,465	40.2%	94	\$1,686	38	\$4,170
OTHER SERVICES***	\$48,880	30.8%	94	\$520	38	\$1,286
TRAINING	\$90,779	57.3%	91	\$998	37	\$2,453

REGION 19	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$611,932	100.0%				
TOTAL EXPEND.	\$586,666	95.9%	315	\$1,862	131	\$4,478
OTHER SERVICES***	\$109,716	18.7%	315	\$348	131	\$838
TRAINING	\$452,865	77.2%	315	\$1,438	131	\$3,457

REGION 20	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,573,763	100.0%				
TOTAL EXPEND.	\$1,913,607	74.4%	837	\$2,286	315	\$6,075
OTHER SERVICES***	\$743,015	38.8%	837	\$888	315	\$2,359
TRAINING	\$1,051,763	55.0%	833	\$1,263	313	\$3,360

REGION 21	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$3,190,965	100.0%				
TOTAL EXPEND.	\$2,893,514	90.7%	903	\$3,204	641	\$4,514
OTHER SERVICES***	\$343,576	11.9%	903	\$380	641	\$536
TRAINING	\$2,349,251	81.2%	744	\$3,158	555	\$4,233

REGION 22	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$2,227,156	100.0%				
TOTAL EXPEND.	\$865,902	38.9%	283	\$3,060	95	\$9,115
OTHER SERVICES***	\$85,224	9.8%	283	\$301	95	\$897
TRAINING	\$740,827	85.6%	282	\$2,627	95	\$7,798

REGION 23	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$11,208,909	100.0%				
TOTAL EXPEND.	\$6,725,294	60.0%	4,519	\$1,488	885	\$7,599
OTHER SERVICES***	\$4,758,099	70.7%	4,519	\$1,053	885	\$5,376
TRAINING	\$938,990	14.0%	2,531	\$371	629	\$1,493

REGION 24	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$1,179,744	100.0%				
TOTAL EXPEND.	\$987,967	83.7%	498	\$1,984	310	\$3,187
OTHER SERVICES***	\$522,573	52.9%	498	\$1,049	310	\$1,686
TRAINING	\$342,273	34.6%	498	\$687	309	\$1,108

REGIONS 1-24 TOTALS	AMOUNT	% OF TOTAL	TOTAL SERVED	COST PER PARTICIPANT	TOTAL w. POS. OUTCOMES	COST PER POS. OUTCOME
TOTAL YOUTH FUNDS AVAIL.**	\$42,099,606	100.0%				
TOTAL EXPEND.	\$26,706,284	63.4%	13,912	\$1,920	5,324	\$5,016
OTHER SERVICES***	\$11,604,118	43.5%	13,912	\$834	5,324	\$2,180
TRAINING	\$12,786,050	47.9%	11,662	\$1,096	4,916	\$2,601

* Positive Outcomes for Younger Youth include entered employment; entrance into postsecondary education; advanced training; apprenticeship; or the military; attainment of a youth goal; and attainment of a diploma.

** Total WIA Youth Grant for both older and younger youth services.

*** Designates assessment and all services other than training.

Regional Performance

The 2002 – 2003 Year End Red and Green Report

September 2, 2003

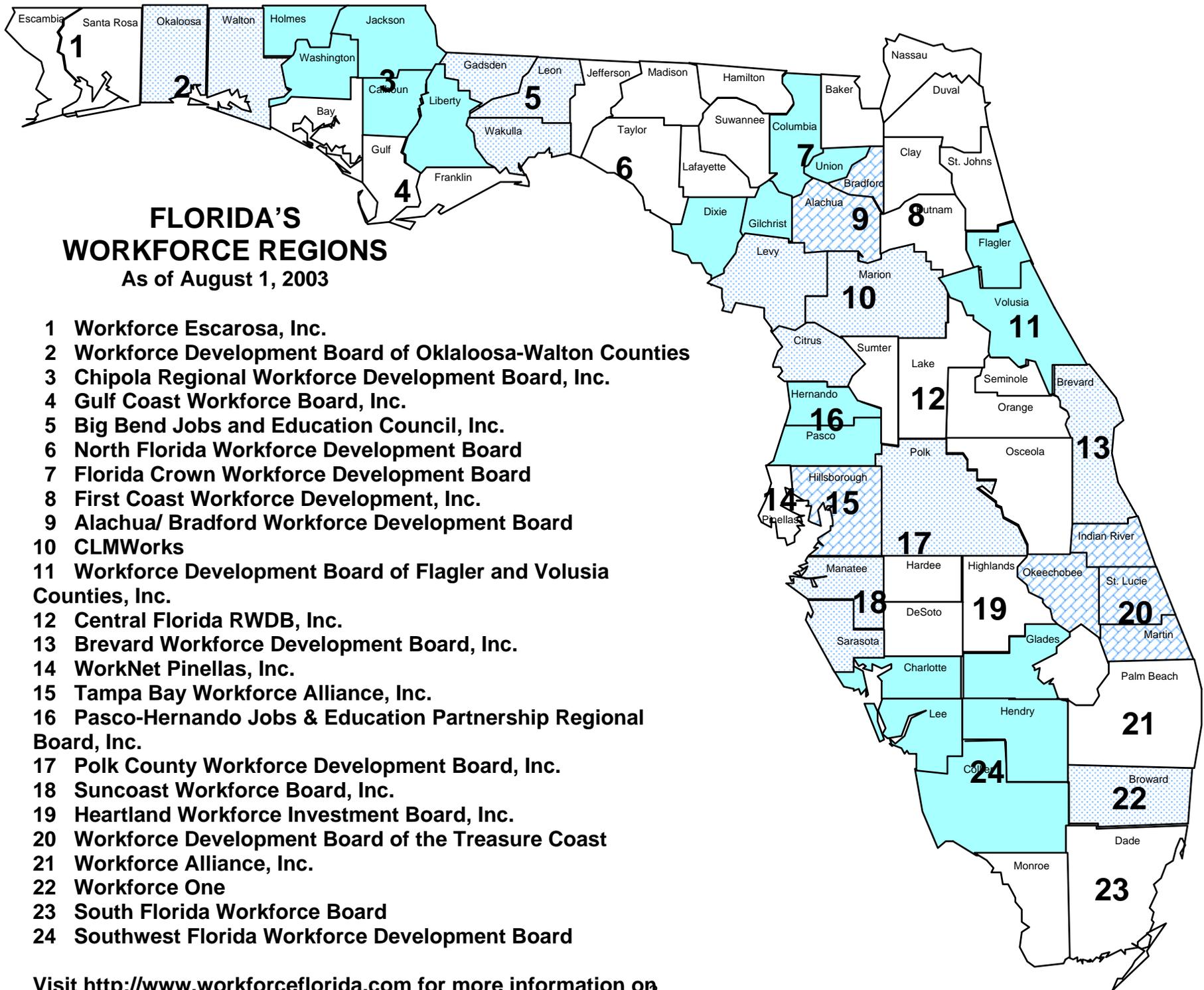


Workforce Investment Act

Performance Measures Results

The “Red and Green” year – end report for Program Year 2002 – 2003 is comprised of data received from the Agency for Workforce Innovation (AWI). The report consists of 17 measures that include 3 welfare, 9 WIA, and 5 Wagner – Peyser. Three colors further delineated these performance measures. The colors used were “RED” that equals the bottom quartile of performance; “GREEN” indicates top quartile performance; while “WHITE” indicates the middle two quartiles. Regions meeting their goals and in the bottom quartile were not colored red. The dark and light blue areas in the tables are 00’s and statewide results respectively.

The following table is a synopsis by Regional Workforce Board performance for the Program Year 2002-2003.



FLORIDA'S WORKFORCE REGIONS

As of August 1, 2003

- 1 Workforce Escarosa, Inc.
- 2 Workforce Development Board of Okaloosa-Walton Counties
- 3 Chipola Regional Workforce Development Board, Inc.
- 4 Gulf Coast Workforce Board, Inc.
- 5 Big Bend Jobs and Education Council, Inc.
- 6 North Florida Workforce Development Board
- 7 Florida Crown Workforce Development Board
- 8 First Coast Workforce Development, Inc.
- 9 Alachua/ Bradford Workforce Development Board
- 10 CLMWorks
- 11 Workforce Development Board of Flagler and Volusia Counties, Inc.
- 12 Central Florida RWDB, Inc.
- 13 Brevard Workforce Development Board, Inc.
- 14 WorkNet Pinellas, Inc.
- 15 Tampa Bay Workforce Alliance, Inc.
- 16 Pasco-Hernando Jobs & Education Partnership Regional Board, Inc.
- 17 Polk County Workforce Development Board, Inc.
- 18 Suncoast Workforce Board, Inc.
- 19 Heartland Workforce Investment Board, Inc.
- 20 Workforce Development Board of the Treasure Coast
- 21 Workforce Alliance, Inc.
- 22 Workforce One
- 23 South Florida Workforce Board
- 24 Southwest Florida Workforce Development Board

Visit <http://www.workforceflorida.com> for more information on Florida's Workforce Regions

PY 2002-2003 Year End Performance Matrix

Performance Measure	RWB	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	STW
1	Welfare Entered Employment Rate	20.32%	28.62%	22.92%	29.62%	24.33%	23.65%	19.93%	23.62%	26.62%	26.73%	24.15%	28.89%	26.15%	23.23%	26.03%	25.98%	22.77%	27.18%	23.65%	27.62%	26.48%	31.34%	29.95%	25.60%	27.13%
2	Welfare Trans Ent Emp Wage Rate	65.27%	66.19%	65.31%	64.74%	72.85%	66.43%	67.70%	71.81%	68.20%	71.27%	69.27%	71.98%	71.09%	70.79%	72.28%	72.37%	70.40%	72.81%	67.17%	73.17%	68.15%	68.32%	66.34%	72.56%	69.56%
3	Welfare Return Rate	14.15%	16.12%	12.03%	18.18%	16.13%	17.21%	13.02%	14.23%	16.33%	16.41%	14.80%	14.92%	14.93%	15.15%	11.58%	12.99%	12.67%	14.60%	10.92%	14.04%	14.53%	16.63%	15.38%	15.07%	14.94%
4	WIA Emp Worker Outcome Rate	92.68%	38.24%	80.00%	62.07%	91.94%	58.00%	86.67%	65.34%	80.85%	89.06%	82.86%	87.23%	42.59%	46.77%	20.83%	31.17%	89.11%	89.68%	56.76%	74.07%	22.19%	60.00%	10.83%	65.45%	59.48%
5	WIA Adult Ent Emp Rate	86.96%	83.50%	94.20%	89.29%	96.83%	91.89%	95.00%	79.68%	100.00%	100.00%	77.49%	92.68%	81.98%	92.86%	46.06%	74.61%	100.00%	75.00%	69.15%	84.42%	96.15%	62.40%	52.77%	81.90%	66.92%
6	WIA Adult Ent Emp Wage Rate	134.76%	116.86%	103.70%	122.20%	134.91%	104.60%	101.05%	131.03%	131.41%	114.16%	113.44%	99.31%	93.89%	98.95%	89.74%	116.71%	120.71%	113.78%	107.26%	108.64%	95.05%	96.82%	101.63%	96.81%	106.77%
7	WIA Disl Work Ent Emp Rate	100.00%	85.55%	96.36%	86.75%	100.00%	95.31%	91.36%	83.89%	96.67%	100.00%	73.02%	98.39%	87.62%	82.55%	57.49%	80.46%	97.88%	86.00%	79.31%	92.54%	94.14%	47.54%	51.54%	86.82%	67.95%
8	WIA Disl Work Ent Emp Wage Rate	116.01%	122.89%	111.69%	114.60%	129.99%	123.50%	124.69%	154.58%	127.15%	163.31%	112.35%	114.91%	135.15%	125.80%	136.09%	126.93%	117.18%	132.75%	117.10%	159.18%	127.88%	131.75%	115.80%	121.55%	123.86%
9	WIA Youth Goal Attainment Rate	90.76%	92.10%	86.07%	85.35%	75.00%	39.83%	50.73%	80.14%	79.84%	83.90%	76.63%	84.81%	88.79%	75.93%	59.75%	72.55%	97.55%	68.63%	56.46%	80.57%	64.91%	87.44%	54.91%	52.13%	69.34%
10	WIA Youth Pos Outcome Rate	91.18%	96.33%	91.86%	96.81%	100.00%	91.67%	81.45%	93.80%	99.14%	86.52%	64.06%	96.74%	89.89%	86.54%	88.31%	72.95%	94.58%	97.44%	91.62%	86.92%	97.16%	97.09%	77.69%	81.85%	88.12%
11	WP Entered Employment Rate	40.59%	34.34%	30.86%	37.45%	37.46%	29.88%	29.08%	44.36%	41.13%	38.26%	32.54%	37.06%	31.39%	31.91%	30.95%	27.44%	29.32%	35.65%	29.13%	35.26%	43.55%	31.35%	49.57%	41.24%	39.11%
12	WP Entered Emp Wage Rate	88.56%	95.11%	79.62%	88.92%	90.23%	81.17%	90.89%	89.22%	80.64%	90.59%	84.29%	86.23%	96.34%	90.73%	94.65%	83.91%	103.50%	91.26%	89.94%	86.04%	105.44%	85.29%	108.64%	91.21%	91.13%
13	WP New Hire Involvement Rate	29.29%	22.24%	43.78%	25.42%	34.71%	36.33%	31.60%	27.98%	31.31%	29.07%	14.08%	19.43%	24.73%	18.17%	21.11%	19.30%	22.50%	12.76%	14.39%	21.48%	24.36%	19.56%	36.72%	17.58%	23.27%
14	WP Employer Involvement Rate	24.15%	34.80%	39.64%	40.81%	25.05%	22.60%	25.36%	23.04%	15.49%	22.82%	23.82%	18.47%	34.42%	23.26%	22.42%	21.69%	17.28%	21.69%	23.29%	33.55%	28.40%	19.63%	45.50%	22.05%	25.91%
15	Customer Satis - WIA Individuals	78.79	77.45	80.80	81.13	75.04	71.15	79.62	75.10	81.53	80.44	73.32	71.80	69.78	68.24	74.16	72.25	77.92	78.46	81.22	78.67	71.45	79.68	77.20	79.41	75.80
16	Customer Satis - Wagner Peyser Indiv	73.38	74.11	79.06	76.03	72.44	73.36	73.01	73.68	72.59	72.21	73.52	72.20	72.68	72.39	71.09	71.15	76.48	74.27	77.16	75.14	75.46	77.30	76.00	72.47	73.99
17	Customer Satis - All Employers	80.04	79.99	80.33	82.44	77.40	79.86	79.62	77.53	71.25	77.87	78.77	76.57	83.50	71.97	78.79	79.95	78.93	76.62	76.78	77.65	76.96	78.81	80.35	78.00	78.34

WHITE = Top Quartile Performance
WHITE = Low Quartile Performance and failed to meet the established local goal.

Year End INDICATOR MATRIX – All measures are in percentages except customer and employer satisfaction. Satisfaction measures are reported in the ACSI weighted score format.

Description of Caveats on RED GREEN Matrix

- All data based on input in the State MIS System as of 8/6/2003. Rates, percentages, and wages computed for comparative purposes from this data and they do not necessarily equate to the official federal WIA Record Report or federal core indicators, which are to be based on follow-up data.
- ** Wage Rates expressed as a percentage of the Region's Lower Living Standard Income Level (LLSIL) or \$10.48/hr. statewide for 2002-2003 PY.
- STW = Total for Regions 1-24. At the present time we have incomplete data on statewide projects.
- Satisfaction measures are reported in American Customer Satisfaction Institute (ACSI) weighted score format. This format allows comparisons with other major industry groups.
- All measures are rounded to the nearest tenth; those over 100 to the nearest whole number to allow formatting on one page.
- **Measure 15, 16 and 17:** Established in 1994, the American Customer Satisfaction Index (ACSI) is a uniform and independent measure of household consumption experience. A powerful economic indicator, the ACSI tracks trends in customer satisfaction and provides valuable benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies. The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an "All Other" category. Data are collected at the individual customer level, with scores for a company's customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector's contribution to the GDP.
- We are reviewing significant outliers in Measure Number Four, the Employed Worker Outcome Rate.
- We continue to examine outliers in Regions 14, 15, 22, and 23 for WIA data.

For more information: http://www.theacsi.org/what_it_measures.htm

**Measure Number One
Welfare Entered Employment Rate**

RWB	Cases Closed Due to Earnings	Total Cases Closed	Welfare EER	Goal	Percent of Goal
22	2,309	7,368	31.34%	27.50%	113.96%
23	8,074	26,962	29.95%	27.50%	108.89%
4	372	1,256	29.62%	27.50%	107.70%
12	4,221	14,611	28.89%	27.50%	105.05%
2	334	1,167	28.62%	27.50%	104.07%
20	609	2,205	27.62%	27.50%	100.43%
18	484	1,781	27.18%	27.50%	98.82%
10	875	3,274	26.73%	27.50%	97.18%
9	754	2,832	26.62%	27.50%	96.82%
21	1,202	4,540	26.48%	27.50%	96.28%
13	591	2,260	26.15%	27.50%	95.09%
15	1,069	4,107	26.03%	27.50%	94.65%
16	602	2,317	25.98%	27.50%	94.48%
24	445	1,738	25.60%	27.50%	93.11%
5	582	2,392	24.33%	27.50%	88.48%
11	711	2,944	24.15%	27.50%	87.82%
19	211	892	23.65%	27.50%	86.02%
6	268	1,133	23.65%	27.50%	86.01%
8	1,553	6,575	23.62%	27.50%	85.89%
14	1,760	7,578	23.23%	27.50%	84.46%
3	168	733	22.92%	27.50%	83.34%
17	591	2,595	22.77%	27.50%	82.82%
1	646	3,179	20.32%	27.50%	73.89%
7	277	1,390	19.93%	27.50%	72.47%
*Data from State Technology Office & AWI					
STW	28,708	105,829	27.13%	27.5 %	98.64%

**Measure Number Two
Welfare Transition Entered Employment Wage Rate**

RWB	Wage at Entry	LLSIL	WTEERWR	Goal	Percent of Goal
20	\$7.39	\$10.10	73.17%	66%	110.86%
5	\$7.38	\$10.13	72.85%	66%	110.38%
18	\$7.58	\$10.41	72.81%	66%	110.33%
24	\$7.51	\$10.35	72.56%	66%	109.94%
16	\$7.15	\$9.88	72.37%	66%	109.65%
15	\$7.56	\$10.46	72.28%	66%	109.51%
12	\$7.32	\$10.17	71.98%	66%	109.06%
8	\$7.26	\$10.11	71.81%	66%	108.80%
10	\$6.97	\$9.78	71.27%	66%	107.98%
13	\$7.18	\$10.10	71.09%	66%	107.71%
14	\$7.56	\$10.68	70.79%	66%	107.25%
17	\$7.04	\$10.00	70.40%	66%	106.67%
11	\$7.01	\$10.12	69.27%	66%	104.95%
22	\$7.57	\$11.08	68.32%	66%	103.52%
9	\$6.80	\$9.97	68.20%	66%	103.34%
21	\$7.64	\$11.21	68.15%	66%	103.26%
7	\$6.54	\$9.66	67.70%	66%	102.58%
19	\$6.61	\$9.84	67.17%	66%	101.78%
6	\$6.49	\$9.77	66.43%	66%	100.65%
23	\$7.45	\$11.23	66.34%	66%	100.52%
2	\$6.50	\$9.82	66.19%	66%	100.29%
3	\$6.25	\$9.57	65.31%	66%	98.95%
1	\$6.39	\$9.79	65.27%	66%	98.89%
4	\$6.37	\$9.84	64.74%	66%	98.08%
*Data from State Technology Office & AWI					
STW	\$7.29	\$ 10.48	69.56%	66 %	105.40%

**Measure Number Three
Welfare Return Rate**

RWB	Previously Closed Due to Earnings	New Cases	Goal	Return Rate
19	96	879	15.00%	10.92%
15	504	4,351	15.00%	11.58%
3	84	698	15.00%	12.03%
17	320	2,525	15.00%	12.67%
16	288	2,217	15.00%	12.99%
7	166	1,275	15.00%	13.02%
20	310	2,208	15.00%	14.04%
1	449	3,174	15.00%	14.15%
8	936	6,578	15.00%	14.23%
21	665	4,576	15.00%	14.53%
18	245	1,678	15.00%	14.60%
11	437	2,952	15.00%	14.80%
12	2,255	15,109	15.00%	14.92%
13	344	2,304	15.00%	14.93%
24	245	1,626	15.00%	15.07%
14	1,187	7,836	15.00%	15.15%
23	4,136	26,896	15.00%	15.38%
2	186	1,154	15.00%	16.12%
5	379	2,350	15.00%	16.13%
9	456	2,792	15.00%	16.33%
10	537	3,273	15.00%	16.41%
22	1,205	7,248	15.00%	16.63%
6	175	1,017	15.00%	17.21%
4	220	1,210	15.00%	18.18%
*Data from State Technology Office & AWI				
STW	15,825	105,926	15.00%	14.94%

Measure Number Four
WIA Adult Employed Worker Outcome Rate

RWB	Attained Credential	Total Exits	Worker Outcome Rate
1	114	123	92.68%
2	13	34	38.24%
3	24	30	80.00%
4	54	87	62.07%
5	57	62	91.94%
6	29	50	58.00%
7	13	15	86.67%
8	213	326	65.34%
9	38	47	80.85%
10	57	64	89.06%
11	232	280	82.86%
12	164	188	87.23%
13	23	54	42.59%
14	29	62	46.77%
15	15	72	20.83%
16	24	77	31.17%
17	409	459	89.11%
18	139	155	89.68%
19	42	74	56.76%
20	140	189	74.07%
21	77	347	22.19%
22	42	70	60.00%
23	55	508	10.83%
24	36	55	65.45%
*Data from State Technology Office & AWI			
STW	2,039	3,428	59.48%

**Measure Number Five
WIA Adult Entered Employment Rate**

WIA Adult Entered Employment Rate				
RWB	# ENTERING EMPLOY.	# EXITERS NOT EMPLOYED @ REG	ENTER. EMPLOY. RATE	GOAL
9	56	56	100.00%	66.00%
10	49	49	100.00%	65.50%
17	241	241	100.00%	71.00%
5	61	63	96.83%	71.50%
21	449	467	96.15%	74.00%
7	38	40	95.00%	66.00%
3	65	69	94.20%	66.00%
14	39	42	92.86%	67.00%
12	152	164	92.68%	69.24%
6	34	37	91.89%	66.00%
4	175	196	89.29%	66.00%
1	60	69	86.96%	66.25%
20	195	231	84.42%	72.28%
2	86	103	83.50%	70.00%
13	91	111	81.98%	66.00%
24	95	116	81.90%	70.00%
8	404	507	79.68%	66.00%
11	296	382	77.49%	69.00%
18	33	44	75.00%	68.00%
16	144	193	74.61%	70.50%
19	65	94	69.15%	70.50%
22	239	383	62.40%	67.90%
23	2065	3913	52.77%	60.00%
15	146	317	46.06%	66.00%
*Data from State Technology Office & AWI				
STW	5,278	7,887	66.92%	66.00%

**Measure Six
WIA Adult Wage Rate**

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
5	\$13.67	\$10.13	134.91%	88.00%	153.31%
1	\$13.19	\$9.79	134.76%	88.00%	153.13%
9	\$13.10	\$9.97	131.41%	88.00%	149.33%
8	\$13.25	\$10.11	131.03%	88.00%	148.90%
4	\$12.02	\$9.84	122.20%	88.00%	138.86%
17	\$12.07	\$10.00	120.71%	88.00%	137.17%
2	\$11.48	\$9.82	116.86%	88.00%	132.79%
16	\$11.53	\$9.88	116.71%	88.00%	132.62%
10	\$11.16	\$9.78	114.16%	88.00%	129.73%
18	\$11.84	\$10.41	113.78%	88.00%	129.29%
11	\$11.48	\$10.12	113.44%	88.00%	128.91%
20	\$10.97	\$10.10	108.64%	88.00%	123.46%
19	\$10.55	\$9.84	107.26%	88.00%	121.88%
6	\$10.22	\$9.77	104.60%	88.00%	118.87%
3	\$9.92	\$9.57	103.70%	88.00%	117.84%
23	\$11.41	\$11.23	101.63%	88.00%	115.49%
7	\$9.76	\$9.66	101.05%	88.00%	114.83%
12	\$10.10	\$10.17	99.31%	88.00%	112.85%
14	\$10.57	\$10.68	98.95%	88.00%	112.44%
22	\$10.73	\$11.08	96.82%	88.00%	110.03%
24	\$10.02	\$10.35	96.81%	88.00%	110.01%
21	\$10.65	\$11.21	95.05%	88.00%	108.01%
13	\$9.48	\$10.10	93.89%	88.00%	106.70%
15	\$9.39	\$10.46	89.74%	88.00%	101.98%
*Data from State Technology Office & AWI					
STW	\$11.19	\$ 10.48	106.77%	88.00%	121.34%

**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.57/hr to \$11.23/hr.

FPLI = 2000 Florida Price Level Index

LLSIL = 2001 Lower Living Standard Income Level

The Annual 2002 LLSIL for a Family of 3 for Florida is \$21,798 or \$10.48/hour; selected by state policy as the indicator for a "self-sufficiency" wage.

Measure Seven WIA Dislocated Worker Entered Employment Rate

RWB	# ENTERING EMPLOY.	# EXITERS	ENTER. EMPLOY. RATE	GOAL
1	53	53	100.00%	67.00%
5	233	233	100.00%	70.50%
10	37	37	100.00%	67.00%
12	611	621	98.39%	67.00%
17	185	189	97.88%	75.00%
9	29	30	96.67%	67.00%
3	53	55	96.36%	67.00%
6	61	64	95.31%	68.76%
21	578	614	94.14%	70.00%
20	335	362	92.54%	67.00%
7	74	81	91.36%	67.00%
13	177	202	87.62%	67.00%
24	112	129	86.82%	71.50%
4	72	83	86.75%	67.00%
18	86	100	86.00%	78.00%
2	148	173	85.55%	69.00%
8	557	664	83.89%	69.50%
14	733	888	82.55%	67.00%
16	140	174	80.46%	70.00%
19	23	29	79.31%	75.00%
11	276	378	73.02%	67.00%
15	645	1,122	57.49%	67.00%
23	2,462	4,777	51.54%	65.00%
22	387	814	47.54%	66.49%
*Data from State Technology Office & AWI				
STW	8,067	11,872	67.95%	67.00%

**Measure Number Eight
WIA Dislocated Worker Wage Rate**

RWB	Wages - LLSIL	Average Hourly Wage	Wage Rate
10	\$9.78	\$15.97	163.31%
20	\$10.10	\$16.08	159.18%
8	\$10.11	\$15.63	154.58%
15	\$10.46	\$14.24	136.09%
13	\$10.10	\$13.65	135.15%
18	\$10.41	\$13.82	132.75%
22	\$11.08	\$14.60	131.75%
5	\$10.13	\$13.17	129.99%
21	\$11.21	\$14.34	127.88%
9	\$9.97	\$12.68	127.15%
16	\$9.88	\$12.54	126.93%
14	\$10.68	\$13.44	125.80%
7	\$9.66	\$12.05	124.69%
6	\$9.77	\$12.07	123.50%
2	\$9.82	\$12.07	122.89%
24	\$10.35	\$12.58	121.55%
17	\$10.00	\$11.72	117.18%
19	\$9.84	\$11.52	117.10%
1	\$9.79	\$11.36	116.01%
23	\$11.23	\$13.00	115.80%
12	\$10.17	\$11.69	114.91%
4	\$9.84	\$11.28	114.60%
11	\$10.12	\$11.37	112.35%
3	\$9.57	\$10.69	111.69%
*Data from State Technology Office & AWI			
STW	\$10.48	\$12.98	123.86%

**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.57/hr to \$11.23/hr.

FPLI = 2000 Florida Price Level Index

LLSIL = 2001 Lower Living Standard Income Level

The Annual 2002 LLSIL for a Family of 3 for Florida is \$21,798 or \$10.48/hour; selected by state policy as the indicator for a "self-sufficiency" wage.

Measure Number Nine WIA Youth Goal Attainment Rate

RWB	Goals Attained	Goals Due	Attainment Rate	Goal	Percent of Goal
17	636	652	97.55%	55.00%	177.36%
2	501	544	92.10%	65.00%	141.69%
1	432	476	90.76%	62.50%	145.21%
13	198	223	88.79%	63.00%	140.94%
22	195	223	87.44%	51.00%	171.46%
3	519	603	86.07%	51.00%	168.76%
4	472	553	85.35%	63.00%	135.48%
12	1,457	1,718	84.81%	63.00%	134.62%
10	344	410	83.90%	57.20%	146.68%
20	933	1158	80.57%	66.00%	122.08%
8	569	710	80.14%	55.40%	144.66%
9	400	501	79.84%	63.00%	126.73%
11	318	415	76.63%	60.81%	126.01%
14	511	673	75.93%	55.50%	136.81%
5	393	524	75.00%	78.00%	96.15%
16	362	499	72.55%	63.00%	115.15%
18	35	51	68.63%	63.00%	108.93%
21	1,247	1,921	64.91%	60.00%	108.19%
15	846	1,416	59.75%	52.00%	114.90%
24	391	750	52.13%	52.00%	100.26%
19	249	441	56.46%	61.00%	92.56%
23	3,122	5,686	54.91%	63.00%	87.15%
7	243	479	50.73%	56.00%	90.59%
6	96	241	39.83%	66.00%	60.35%
*Data from State Technology Office & AWI					
STW	14,469	20,867	69.34%	63.00%	110.06%

**Measure Number Ten
WIA Youth Positive Outcome Rate**

RWB	Number of Positive Outcomes	Youth Exiters	Outcome Rate	Goal	Percent of Goal
5	31	31	100.00%	90.00%	111.11%
9	115	116	99.14%	90.00%	110.15%
18	38	39	97.44%	90.00%	108.26%
21	651	670	97.16%	90.00%	107.96%
22	100	103	97.09%	90.00%	107.87%
4	182	188	96.81%	90.00%	107.57%
12	563	582	96.74%	90.00%	107.48%
2	105	109	96.33%	90.00%	107.03%
17	192	203	94.58%	90.00%	105.09%
8	227	242	93.80%	90.00%	104.22%
3	158	172	91.86%	90.00%	102.07%
6	77	84	91.67%	90.00%	101.85%
19	175	191	91.62%	90.00%	101.80%
1	155	170	91.18%	90.00%	101.31%
13	80	89	89.89%	90.00%	99.88%
15	438	496	88.31%	90.00%	98.12%
20	392	451	86.92%	90.00%	96.58%
14	90	104	86.54%	90.00%	96.15%
10	77	89	86.52%	90.00%	96.13%
24	239	292	81.85%	90.00%	90.94%
7	101	124	81.45%	90.00%	90.50%
23	773	995	77.69%	90.00%	86.32%
16	89	122	72.95%	90.00%	81.06%
11	139	217	64.06%	90.00%	71.17%
*Data from State Technology Office & AWI					
STW	5,200	5,901	88.12%	90.00%	97.91%

**Measure Number Eleven
Wagner-Peyser Entered Employment Rate**

WAGNER-PEYSER ENTERED EMPLOYMENT					
RWB	Number Entering Employment	W-P Applicants	Entered Employment Rate	Goal	Percent of Goal
23	76,190	153,698	49.57%	35.00%	141.63%
8	37,578	84,718	44.36%	35.00%	126.73%
21	29,462	67,649	43.55%	35.00%	124.43%
24	21,027	50,983	41.24%	35.00%	117.84%
9	7,940	19,306	41.13%	35.00%	117.51%
1	12,016	29,601	40.59%	35.00%	115.98%
10	11,507	30,072	38.26%	35.00%	109.33%
5	10,437	27,865	37.46%	35.00%	107.02%
4	5,368	14,333	37.45%	35.00%	107.01%
12	42,849	115,634	37.06%	35.00%	105.87%
18	9,538	26,753	35.65%	35.00%	101.86%
20	12,428	35,245	35.26%	35.00%	100.75%
2	5,427	15,806	34.34%	35.00%	98.10%
11	7,564	23,245	32.54%	35.00%	92.97%
14	19,918	62,416	31.91%	35.00%	91.18%
13	12,154	38,720	31.39%	35.00%	89.68%
22	31,155	99,381	31.35%	35.00%	89.57%
15	26,629	86,051	30.95%	35.00%	88.42%
3	3,332	10,796	30.86%	35.00%	88.18%
6	3,119	10,439	29.88%	35.00%	85.37%
17	12,943	44,140	29.32%	35.00%	83.78%
19	2,873	9,863	29.13%	35.00%	83.23%
7	2,673	9,193	29.08%	35.00%	83.08%
16	8,963	32,661	27.44%	35.00%	78.41%
*Data from State Technology Office & AWI					
STW	410,431	1,049,398	39.11%	35.00%	111.75%

Measure Number Twelve
Wagner-Peyser Entered Employment Wage Rate

RWB	Wage at Entry	LLSIL	Wage Rate	Goal	Percent of Goal
23	\$12.20	\$11.23	108.64%	84.50%	128.57%
21	\$11.82	\$11.21	105.44%	84.50%	124.78%
17	\$10.35	\$10.00	103.50%	84.50%	122.49%
13	\$9.73	\$10.10	96.34%	84.50%	114.01%
2	\$9.34	\$9.82	95.11%	84.50%	112.56%
15	\$9.90	\$10.46	94.65%	84.50%	112.01%
18	\$9.50	\$10.41	91.26%	84.50%	108.00%
24	\$9.44	\$10.35	91.21%	84.50%	107.94%
7	\$8.78	\$9.66	90.89%	84.50%	107.56%
14	\$9.69	\$10.68	90.73%	84.50%	107.37%
10	\$8.86	\$9.78	90.59%	84.50%	107.21%
5	\$9.14	\$10.13	90.23%	84.50%	106.78%
19	\$8.85	\$9.84	89.94%	84.50%	106.44%
8	\$9.02	\$10.11	89.22%	84.50%	105.58%
4	\$8.75	\$9.84	88.92%	84.50%	105.23%
1	\$8.67	\$9.79	88.56%	84.50%	104.80%
12	\$8.77	\$10.17	86.23%	84.50%	102.05%
20	\$8.69	\$10.10	86.04%	84.50%	101.82%
22	\$9.45	\$11.08	85.29%	84.50%	100.93%
11	\$8.53	\$10.12	84.29%	84.50%	99.75%
16	\$8.29	\$9.88	83.91%	84.50%	99.30%
6	\$7.93	\$9.77	81.17%	84.50%	96.06%
9	\$8.04	\$9.97	80.64%	84.50%	95.43%
3	\$7.62	\$9.57	79.62%	84.50%	94.23%
*Data from State Technology Office & AWI					
STW	\$9.55	\$10.48	91.13%	84.50%	107.84%

**Calculated by dividing the average wage by the regionally adjusted hourly LLSIL for a Family of 3. Ranges from \$9.57/hr to \$11.23/hr.
FPLI = 2000 Florida Price Level Index
LLSIL = 2001 Lower Living Standard Income Level
The Annual 2002 LLSIL for a Family of 3 for Florida is \$21,798 or \$10.48/hour; selected by state policy as the indicator for a "self-sufficiency" wage.

Measure Number Thirteen Wagner-Peyser New Hire Involvement Rate

RWB	W-P Employment	New Hires	Involvem ent Rate	Goal	Percent of Goal
3	3,332	7,611	43.78%	14.00%	312.71%
23	76,190	207,502	36.72%	14.00%	262.27%
6	3,119	8,586	36.33%	14.00%	259.48%
5	10,437	30,073	34.71%	14.00%	247.90%
7	2,673	8,459	31.60%	14.00%	225.71%
9	7,940	25,356	31.31%	14.00%	223.67%
1	12,016	41,022	29.29%	14.00%	209.23%
10	11,507	39,584	29.07%	14.00%	207.64%
8	37,578	134,325	27.98%	14.00%	199.82%
4	5,368	21,117	25.42%	14.00%	181.57%
13	12,154	49,147	24.73%	14.00%	176.64%
21	29,462	120,946	24.36%	14.00%	174.00%
17	12,943	57,528	22.50%	14.00%	160.70%
2	5,427	24,404	22.24%	14.00%	158.84%
20	12,428	57,865	21.48%	14.00%	153.41%
15	26,629	126,137	21.11%	14.00%	150.79%
22	31,155	159,285	19.56%	14.00%	139.71%
12	42,849	220,558	19.43%	14.00%	138.77%
16	8,963	46,434	19.30%	14.00%	137.88%
14	19,918	109,612	18.17%	14.00%	129.80%
24	21,027	119,612	17.58%	14.00%	125.57%
19	2,873	19,961	14.39%	14.00%	102.81%
11	7,564	53,734	14.08%	14.00%	100.55%
18	9,538	74,747	12.76%	14.00%	91.15%
*Data from State Technology Office & AWI					
STW	410,431	1,763,605	23.27%	14.00%	166.23%

**Measure Number Fourteen
Wagner-Peyser Employer Involvement Rate**

RWB	Employers Served	Employers Reporting New Hires	Involvement Rate	Goal	Percent of Goal
23	8,029	17,646	45.50%	25.00%	182.00%
4	768	1,882	40.81%	25.00%	163.23%
3	526	1,327	39.64%	25.00%	158.55%
2	757	2,175	34.80%	25.00%	139.22%
13	1,756	5,101	34.42%	25.00%	137.70%
20	1,813	5,404	33.55%	25.00%	134.20%
21	3,657	12,878	28.40%	25.00%	113.59%
7	401	1,581	25.36%	25.00%	101.45%
5	719	2,870	25.05%	25.00%	100.21%
1	786	3,254	24.15%	25.00%	96.62%
11	1,482	6,222	23.82%	25.00%	95.27%
19	432	1,855	23.29%	25.00%	93.15%
14	2,229	9,582	23.26%	25.00%	93.05%
8	2,236	9,706	23.04%	25.00%	92.15%
10	996	4,365	22.82%	25.00%	91.27%
6	344	1,522	22.60%	25.00%	90.41%
15	2,520	11,238	22.42%	25.00%	89.70%
24	1,932	8,763	22.05%	25.00%	88.19%
18	1,433	6,608	21.69%	25.00%	86.74%
16	1,413	6,516	21.69%	25.00%	86.74%
22	3,386	17,251	19.63%	25.00%	78.51%
12	2,931	15,870	18.47%	25.00%	73.88%
17	1,003	5,806	17.28%	25.00%	69.10%
9	473	3,053	15.49%	25.00%	61.97%
*Data from State Technology Office & AWI					
STW	42,101	162,475	25.91%	25.00%	103.65%

**Measure Number Fifteen
Customer Satisfaction – WIA Individuals**

RWB	ACSI Score	Goal	Percent of Goal
9	81.53	71.00	114.83%
19	81.22	70.00	116.03%
4	81.13	71.00	114.27%
3	80.80	70.00	115.43%
10	80.44	69.00	116.58%
22	79.68	70.00	113.83%
7	79.62	70.00	113.74%
24	79.41	69.00	115.09%
1	78.79	69.00	114.19%
20	78.67	71.00	110.80%
18	78.46	69.00	113.71%
17	77.92	70.00	111.31%
2	77.45	72.00	107.57%
23	77.20	70.00	110.29%
8	75.10	69.50	108.06%
5	75.04	69.00	108.75%
15	74.16	69.00	107.48%
11	73.32	80.00	91.65%
16	72.25	68.25	105.86%
12	71.80	70.00	102.57%
21	71.45	71.00	100.63%
6	71.15	71.00	100.21%
13	69.78	68.50	101.87%
14	68.24	70.00	97.49%
*Data from State Technology Office & AWI			
STW	75.88	71.00	106.87%

The American Customer Satisfaction Index –
The Voice of the Nation's Consumer

Established in 1994, the American Customer Satisfaction Index (ACSI) is a uniform and independent measure of household consumption experience. A powerful economic indicator, the ACSI tracks trends in customer satisfaction and provides valuable benchmarking insights of the consumer economy for companies, industry trade associations, and government agencies. The ACSI is produced through a partnership of the University of Michigan Business School, the American Society for Quality (ASQ), and the international consulting firm, CFI Group. The ACSI reports scores on a 0-100 scale at the national level. It measures 7 economic sectors, 35 industries (including e-commerce), 190 companies, and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships. The ACSI is based on econometric modeling of data obtained from telephone interviews with customers – the actual users of products and services that make up a substantial part of the gross domestic product. The measured companies, industries, and sectors are broadly representative of the U.S. economy serving American households. Companies based outside of the United States with major market shares in several industries are also included in the ACSI. Smaller companies are grouped together in an "All Other" category. Data are collected at the individual customer level, with scores for a company's customers aggregated to produce company-level results. The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company. Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector's contribution to the GDP.

For more information: http://www.theacsi.org/what_it_measures.htm

The ACSI weighted score usually yields scores slightly less than the average.

Measure Number Sixteen Customer Satisfaction Wagner - Peyser Individuals

RWB	ACSI Score	Goal	Percent of Goal
3	79.06	80.00	98.83%
22	77.30	80.00	96.63%
19	77.16	80.00	96.45%
17	76.48	80.00	95.60%
4	76.03	80.00	95.04%
23	76.00	80.00	95.00%
21	75.46	80.00	94.33%
20	75.14	80.00	93.93%
18	74.27	80.00	92.84%
2	74.11	80.00	92.64%
8	73.68	80.00	92.10%
11	73.52	80.00	91.90%
1	73.38	80.00	91.73%
6	73.36	80.00	91.70%
7	73.01	80.00	91.26%
13	72.68	80.00	90.85%
9	72.59	80.00	90.74%
24	72.47	80.00	90.59%
5	72.44	80.00	90.55%
14	72.39	80.00	90.49%
10	72.21	80.00	90.26%
12	72.20	80.00	90.25%
16	71.15	80.00	88.94%
15	71.09	80.00	88.86%
*Data from State Technology Office & AWI			
STW	73.99	80.00	92.49%

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For more information: http://www.theacsi.org/what_it_measures.htm

The ACSI weighted score usually yields scores slightly less than the average.

**Measure Number Seventeen
Customer Satisfaction – All Employers**

RWB	ACSI Score	Goal	Percent of Goal
13	83.50	65.50	127.48%
4	82.44	71.00	116.11%
23	80.35	70.00	114.79%
3	80.33	67.00	119.90%
1	80.04	66.00	121.27%
2	79.99	67.00	119.39%
16	79.95	65.50	122.06%
6	79.86	71.00	112.48%
7	79.62	66.00	120.64%
17	78.93	70.00	112.76%
22	78.81	70.00	112.59%
15	78.79	66.00	119.38%
11	78.77	70.00	112.53%
24	78.00	66.00	118.18%
10	77.87	66.00	117.98%
20	77.65	71.00	109.37%
8	77.53	66.50	116.59%
5	77.40	66.00	117.27%
21	76.96	75.00	102.61%
19	76.78	68.50	112.09%
18	76.62	66.00	116.09%
12	76.57	68.00	112.60%
14	71.97	67.00	107.42%
9	71.25	71.00	100.35%
*Data from State Technology Office & AWI			
STW	78.34	71.00	110.34%

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and Federal or local government agencies. In addition to the company-level satisfaction scores, the ACSI produces scores for the causes and consequences of customer satisfaction, and their relationships.

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The score for a particular industry consists of an average of its company scores, weighted by the revenues of each company.

Sector scores consist of industry scores, weighted by industry revenues. The national ACSI is comprised of sector scores weighted by each sector's contribution to the GDP.

For more information: http://www.theacsi.org/what_it_measures.htm

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Definitions of Short-term Measures for the State Red/Green Report as Approved by the Workforce Florida Board

Regional performances against the following measures falling within the top quartile will be colored green. Performances in the lowest quartile will be colored red. However, performances that represent achievement of a region's negotiated goal will not be colored red.

1. WELFARE ENTERED EMPLOYMENT RATE

The percentage of closed TANF cases that were closed due to earned income. The numerator is the sum of cases that received TANF during the report period that were closed due to earnings. The denominator is the sum of closed cases that received TANF during the report period.

2. WELFARE TRANSITION ENTERED EMPLOYMENT WAGE RATE

The average welfare transition program hourly wage at entry into employment expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics.)

3. WELFARE RETURN RATE

Return TANF cases that were previously closed due to earnings expressed as a percentage of new cases. The numerator is the sum of cases that begin receiving TANF during the report period that were previously closed due to earnings. The denominator is the sum of all cases that began receiving TANF during the report period.

4. ADULT EMPLOYED WORKER OUTCOME RATE

Of those who are employed at registration, the number remaining in employment and who attain a credential at exit: divided by the number of adults who exit during the quarter.

5. WIA ADULT ENTERED EMPLOYMENT RATE

Applies the WIA core measure for entered employment at exit. Of those adults' unemployed at registration, the percentage employed at exit.

6. WIA ADULT WAGE RATE

The average adult hourly wage at exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

7. WIA DISLOCATED WORKER ENTERED EMPLOYMENT RATE

Applies the WIA core measure for entered employment at exit. The percentage of all dislocated workers employed at exit.

8. WIA DISLOCATED WORKER ENTERED EMPLOYMENT WAGE RATE

The average dislocated worker hourly wage at exit expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

9. WIA YOUTH GOAL ATTAINMENT RATE

The number of goals obtained by youth 14-18 as percentage of goals set to be obtained for three categories of younger youth goals: basic skills, work readiness, and occupational skills. This measure is the same as the federal WIA core indicator.

10. WIA YOUTH POSITIVE OUTCOME RATE

The percent of youth exiters 14-18 with positive outcomes. This measure will express the number of younger youth participants who enter employment, the military, apprenticeship programs, post-secondary education, and/or stay in secondary education or receive a diploma as a percentage of all younger youth exiters.

11. WAGNER-PEYSER ENTERED EMPLOYMENT RATE

Based on data entered into the DLES MIS system and data reported by the Department of Revenue monthly New Hire Report, the percentage of Wagner-Peyser applicants who enter employment. The total entering employment includes all applicants placed as a result of a job referral, those who obtained employment after the receipt of a "prerequisite service", and those who went to work after having received a "reportable service".

12. WAGNER-PEYSER ENTERED EMPLOYMENT WAGE RATE

As recently verified by AWI, the average Wagner-Peyser hourly wage at placement is based on job orders filled, expressed as a percentage of the regionally adjusted Lower Living Standard Income Level (LLSIL) for a family of three. Regional adjustments are based on the Florida Price Level Index. (Source: AWI, Office of Workforce Information Services, Labor Market Statistics)

13. WAGNER-PEYSER NEW HIRE INVOLVEMENT RATE

The total Wagner-Peyser entered employment expressed as a percentage of the total new hires reported by the Department of Revenue monthly New Hire Report.

14. WAGNER-PEYSER EMPLOYER INVOLVEMENT RATE

The total number of employers receiving Wagner-Peyser services expressed as a percentage of the total number of employers reporting new hires in the Department of Revenue monthly New Hire Report.

15. CUSTOMER SATISFACTION – WIA INDIVIDUALS

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

16. CUSTOMER SATISFACTION – WAGNER-PEYSER (WP) INDIVIDUALS

Based on a monthly telephone survey, the average participant rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is the same as that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

17. CUSTOMER SATISFACTION – ALL EMPLOYERS

Based on a monthly telephone survey, the average employer rating for the three federally mandated questions regarding overall satisfaction reported on a 0–100-point scale. The methodology is that currently employed under WIA for the regions in the survey conducted in Florida by Brandt Information Services, Inc. under contract with WFI.

**Florida’s Customer Satisfaction Survey
For the Workforce Investment Act**

The Florida Customer Satisfaction Survey was created by a workgroup chaired by Labor Market Statistics. It consisted of local Workforce Development Board Executive Directors, local Board Staff, and staff from Workforce Florida Incorporated. Florida's Customer Satisfaction Survey is designed to comply with the Workforce Investment Act of 1998 and to provide Employers, Participants, and Program Operators with a measure of customer satisfaction with services.

In accordance with the WIA, each state must set specific goals for customer satisfaction and negotiate those goals with the U.S. Department of Labor. To gauge the effectiveness of statewide WIA programs and compare customer satisfaction among all 50 states, the U.S. Department of Labor elected to use the American Customer Satisfaction Index (ACSI). **The ACSI is a weighted average of the first three questions of the Florida Customer Satisfaction Survey.**



The Tiers Regional Report

Fall 2002 Findings
Comparison of 1999-2000, 2000-2001, and 2001-2002
Cohorts

Statistics by the
Florida Education and Training Placement Information
Program (FETPIP)

Workforce Florida's ANNUAL PERFORMANCE REPORT ON FLORIDA'S WORKFORCE DEVELOPMENT SYSTEM Uniform Performance Measures in Three Tiers

With the passage of the Workforce Florida Act of 1996, establishment of a standardized process with uniform measures and standards to gauge the performance of the State's workforce development strategy have been required. This mandate was reiterated in 1999 amendments to Section 288.9952 (9), of the Florida Statutes, and again with the adoption of the Workforce Innovation Act of 2000.

As one of the several evaluation methodologies employed by Workforce Florida, Inc. in its review of the state's workforce systems, the review and evaluation of these standards and measures provides critical information concerning the numerous workforce training programs in operation throughout the state.

Use of Uniform Standards and Measures

The uniform standards and measures were developed by representatives of the following agencies and organizations: the Department of Labor and Employment Security (DLES); the Department of Education (DOE); the Department of Children and Families; the Office of Program Policy Analysis and Government Accountability (OPPAGA); the Commission on Government Accountability to the People; Florida TaxWatch, the Center for Needs Assessment and Planning at Florida State University; the Florida Education and Training Placement Information Program (FETPIP); and the University of Florida Bureau of Economic and Business Research.

The measures:

1. Were based on existing data arrangements and systems, and;
2. Utilized FETPIP's annual data collection for measures dealing with employment earnings, continuing education, and welfare participation.

The 1999 Florida Legislature passed legislation amending the Workforce Florida Act of 1996 including the original provisions relating to the development of tiered performance measures. The amendments required the development of some additional measures and the production of an annual report on the performance of Florida's workforce development system, as reflected in the three-tier measurement system. Additional modifications to the three tiered reporting system were required with the passage of Senate Bill 1566 in 1999, which shifted the emphasis to the current strategies, including First Jobs/First Wages, Better Jobs/Better Wages, and High Skills/High Wages. These reporting requirements were retained in the Workforce Innovation Act of 2000, which created the new state board; Workforce Florida, Inc.

2003 Annual Performance Report

The 2003 Annual Performance Report was compiled by the Florida Education and Training Placement Information Program (FETPIP) Office at the request of Workforce Florida. Performances are reported for nine uniform measures. Findings for the nine measures are reported at **Tier 1** - system-wide, **Tier 2** - the program/strategy/initiative level, and **Tier 3** - individual program levels.

The nine measures against which performance is reported include the following:

1. Total Individuals.
2. Initial employment or those who exited/completed workforce programs and were found employed expressed as a percentage of the total number of those exiting/completing programs
3. Earnings or Wage Levels expressed as the percentage of those found employed at each of four full-time earnings or wage levels listed below:
 - Level 0 – those earning below minimum wage of \$5.15/hour or \$2,678 quarterly.
 - Level 1 – those earning at least minimum wage of \$5.15/hour but less than \$7.50/hour (from \$2,678 quarterly to \$3,900 quarterly).
 - Level 2 – those earning at least \$7.50/hour but less than \$9.00/hour (from \$3,900 quarterly to \$4,680 quarterly).
 - Level 3 – those earning \$9.00/hour and greater (\$4,680 or more quarterly).
4. Continued Employment expressed as a percentage of those found employed at follow-up the year following program exit or completion.
5. Initial Earnings expressed as the average quarterly amount earned for those found employed the year after program exit/completion.
6. Earnings Growth expressed as the amount of gain or loss in average quarterly earnings as compared to the average initial earnings.
7. Public Assistance or those who exited/completed workforce programs and were found to be receiving public assistance expressed as a percentage of the total number of those exiting/completing programs.
8. Continued Public Assistance expressed as a percentage of those found to be receiving public assistance the year after program exit/completion.
9. Continuing Education or those who exited/completed workforce programs and were found to be in any education or training program expressed as a percentage of the total number of those exiting/completing programs.

The accompanying three-tier reports are constructed to conform to the requirements in Section 445.004(9), Florida Statutes. Since this is the third year in which data is available in the manner prescribed in law for the three council designations, three separate reports are included. The report provides fall 2002 outcomes for the 1998-1999, 1999-2000, 2000-2001 and 2001-2002 cohorts. Since data is available for three years within these cohorts, a comparison of the number of individuals remaining

employed, their change in quarterly earnings, and the change in the percentage of individuals continuing on Public Assistance can be derived.

The Three Tier Report submitted in December 2000 and 2001 may have changed due to the inclusion of data and outcomes from additional programs which were not previously available. Also, Florida's Workforce system finished migration to a new DB2 based MIS system in July of 2000 allowing the capture of more accurate data throughout the state.

Additionally, since each cohort is tracked on a yearly basis, the second and third year data review provides insight into trends occurring within that particular cohort of individuals. The following tables examine these trends in selected programs. The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year that this cohort was tracked.

As noted above, the report groupings included as a part of the Three Tier Report submission provides fall 2002 findings for the 1999-2000, 2000-2001 and 2001-2002 cohorts. This report provides a first look at individuals entering employment for the first time during fall 2001.

Within each Cohort report, breakouts are provided for each of the required tiers, including:

TIER 1 – System or state-wide total unduplicated outcomes for all components and initiatives;

TIER 2 – Total outcomes for each of the three initiatives or strategies, unduplicated within each strategy, including First Jobs/First Wages, Better Jobs/Better Wages, and High Skills/High Wages;

TIER 3 – Total outcomes for all programs within each of the defined **Tier 2** strategies, unduplicated within each program. Each program has been identified within the most logical grouping.

It should be noted that each tier is a product of the outcomes reflected in the tier below, for instance, **Tier 1** outcomes reflect a consolidation of **Tier 2**. However, as noted within the report descriptors, **Tier 1** outcomes will be less than the sum of the strategies or initiatives in **Tier 2** since **Tier 1** is an unduplicated report by social security number within each initiative. Likewise, the consolidated **Tier 2** report reflects an unduplicated count of outcomes reflected in each of the programs found in **Tier 3**. Graphically, this may be displayed as follows:

Table One

TIER 1		
Unduplicated System-Wide Outcomes		
TIER 2		
Unduplicated Count of the Three Initiatives/Strategies		
First Jobs/First Wages	Better Jobs/Better Wages	High Skills/High Wages
TIER 3		
Unduplicated Count of All Programs		
District Secondary Vocational Completers-Earning at least one OCP Dropout Prevention - All Graduates Jobs for Florida's Graduates Public High School Dropouts Public High School Graduates District Adult General Education WIA - Older Youth WIA Younger Youth	Quick Response – District Florida Job Corps Food Stamp Education & Training – Placed Food Stamp Education & Training – Rec'd Orientation NAFTA/TAA Wagner Peyser – Registrations WIA – Adults TANF Welfare Transition Jobs Farm Worker Jobs & Education Blind Services Vocational Rehabilitation Closures Adult Migrant Education	Bureau of Apprentice Quick Response Florida Community Colleges Public University System - Bachelors Incumbent Worker Programs Operation Paycheck Rapid Response WIA – Dislocated Workers District Postsecondary Adult Vocational Completers.* Community College Credit Certificate Programs*

**Includes only Targeted Occupational Training*

The above list reflects the consolidation and merger of some of the smaller programs during 1999-00. Specific programs reflected in previous tiers cohorts are slightly different.

Workforce Florida's ANNUAL PERFORMANCE REPORT ON FLORIDA'S WORKFORCE DEVELOPMENT SYSTEM Uniform Performance Measures in Three Tiers

Executive Summary

Positive Outcomes in All Programs:

- After a slight decline, the number of people served increased by 7.26%. All programs served 1,343,088 people in PY 2002-2003.
- The initially employed category also increased by 11.94% (649,336).
- The employed percent increased by 5.05%.

Positive Outcomes in First Jobs - First Wages:

- The number served increased by 1.02% serving 256,814 people.
- The initially employed category increased by 9.50% (136,596).
- The employed percent increased by 8.54%.

Positive Outcomes in Better Jobs - Better Wages:

- We served 1,035,712 people for an 8.56% increase.
- Initially employed increased by 14.80% (474,139).
- The employed percent also increased by 4.74%.

Positive Outcomes in High Skills - High Wages:

- The number served increased from 84,839 to 93,246, a 9.02% jump.
- The Initially employed category also increased appreciably by 7.80%.
- Initial Average quarterly earnings increased from \$7,050 to \$7,339

Positive Outcomes in Individual Programs:

- High school graduates served increased by 3.25%
- WIA Adult number served increased 41.14%. Florida served 11,404 people in 2001-2002 and 19,375 in 2002-2003.
- TANF participants served decreased slightly while those employed rose by 1.08%.
- People in the number served category of Wagner-Peyser registrations increased by 11.03%.
- WIA dislocated workers number served increased by 10.98% from 7,478 people to 8,402.
- Incumbent Workers served increased by 12.87%.
- Eighty-four point three nine (84.39%) of incumbent workers are in the Level 3 earnings category.

PERFORMANCE OUTCOMES
TIER One Performance Outcomes – Fall 2002 Findings
Comparison of 1998-1999⁴, 1999-2000, 2000-2001, and 2001-2002 Cohorts

All Programs

Table Two

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴ All Programs ³ 1998 – 1999 Cohort	1,371,056	668,215	48.74%	44.41%	N/A
All Programs ³ 1999 – 2000 Cohort	1,278,215	569,147	44.53%	42.02%	40.75%
¹ Change From Previous Year	-7.26%	-17.4%	-9.45%	-10.81%	N/A
All Programs ³ 2000 – 2001 Cohort	1,245,563	571,777	45.91%	N/A	45.72%
¹ Change From Previous Year	-2.55%	0.0046%	3.0%	N/A	10.87%
All Programs ³ 2001 – 2002 Cohort	1,343,088	649,336	48.35%	N/A	N/A
¹ Change From Previous Year	7.26%	11.94%	5.05%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

¹**NOTE: Table Methodology**

Change formula =

EXAMPLE:

$$(100) \left(\frac{\text{time } 2f - \text{time } 1f}{\text{time } 1f} \right) = \frac{463,261 - 401,044}{401,044} = \frac{62,217}{401,044} = 15.51\% \text{ Change}$$

²**NOTE:** The percentage of change in “continued employment” is between cohorts and not changes from year to year in the same cohort. This convention remains constant throughout this report.

³**NOTE:** A comparison of these three cohorts can be made based upon the general assumption that each cohort represents a similarly structured universe of individuals for each of the years represented.

⁴**NOTE:** The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

Chart One

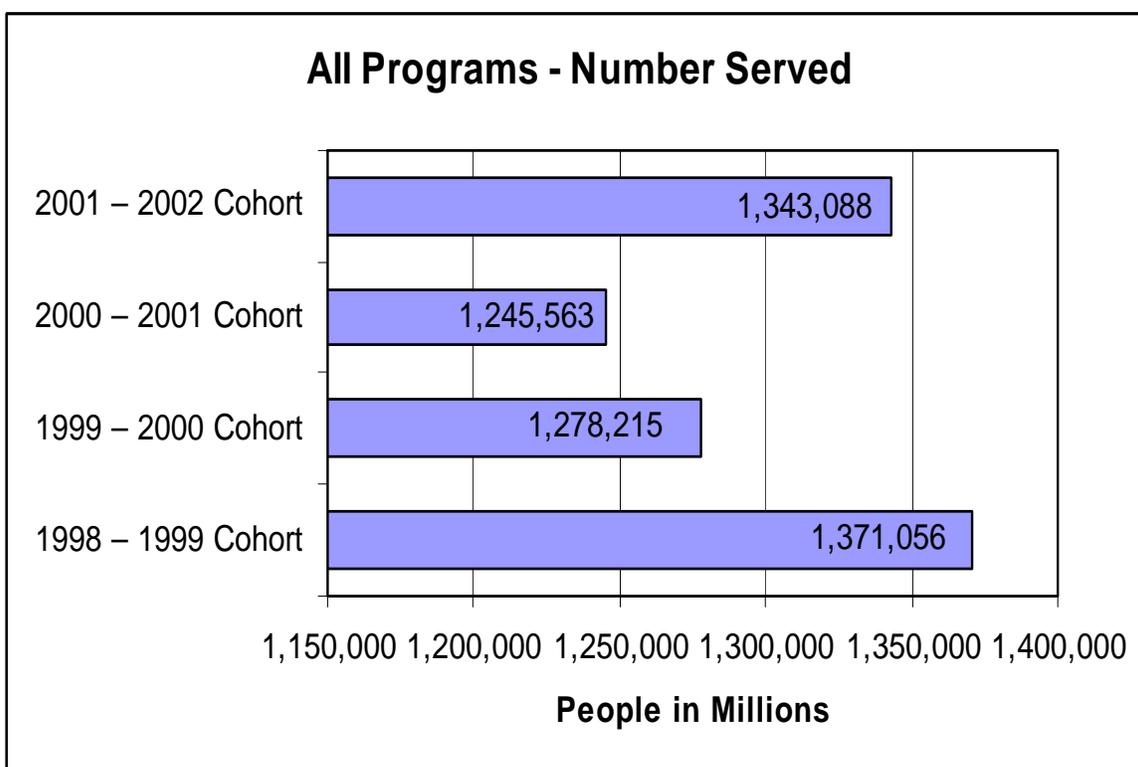


Table Two shows a small decline in the “Numbers Served” between 1999-2000 and the 2000-2001 cohorts. However, the same category increased significantly (7.26%) from 2000-2001 to 2001-2002. This trend can also be seen in **Chart One**.

Although the “Initially Employed” category grew slightly from 1999-2000 to 2000-2001, there was a substantial increase (11.94%) from 2000-2001 to 2001-2002.

PERFORMANCE OUTCOMES**TIER Two Performance Outcomes – Fall 2002 Findings****Comparison of 1998-1999⁴, 1999-2000, 2000-2001, and 2001-2002 Cohorts****First Jobs – First Wages**

Table Three

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴First Jobs/First Wages 1998- 1999 Cohort	163,682	87,804	53.64%	54.60%	N/A
First Jobs/First Wages 1999-2000 Cohort	241,436	125,329	51.91%	51.05%	51.95%
Change from Previous Year	32.20%	29.94%	-1.73%	-6.5%	N/A
First Jobs/First Wages 2000-2001 Cohort	254,189	123,672	48.65%	N/A	51.28%
Change from Previous Year	5.01%	-1.32%	-6.28%	N/A	-1.29%
First Jobs/First Wages 2001-2002 Cohort	256,814	136,596	53.19%	N/A	N/A
Change from Previous Year	1.02%	9.50%	8.54%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

In Cohort comparisons of **Tier Level Two First Jobs – First Wages**, several positive trends can be discerned:

1. The “Number Served” increase has continued throughout the time-periods. The change from 1999-2000 to 2000-2001 was 5.01%, while the change from 2000-2001 to 2001-2002 was slightly over one percent (1.02%).
2. Participant “Initially Employed” decreased slightly (1.32%) from 1999-2000 to 2000-2001, but rebounded to a positive 9.50% from 2000-2001 to 2001-2002. There was also a decrease in the “Employed Percentage” (6.28%) from 1999-2000 to 2000-2001; however the “Employed Percentage” grew by 8.54% from 2000-2001 to 2001-2002.
3. The “Continued Employment” category decreased to 6.5% and 1.29% respectively between measurable cohorts.

Earnings Levels as a Percent of All Employed First Jobs – First Wages

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
<i>Level 0 – 52.11%</i>	43.93%	50.63%	59.30%
<i>Level 1 – 18.31%</i>	19.11%	20.06%	18.20%
<i>Level 2 – 9.69%</i>	10.45%	9.54%	7.55%
<i>Level 3 – 19.88%</i>	26.51%	19.77%	14.94%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
<i>\$2,047</i>	\$2,581	\$2,584	\$2,689

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
<i>2000 - \$511</i>	2000 – N/A	2000 – N/A	2000 – N/A
<i>2001 - \$382</i>	2001 - \$406	2001 – N/A	2001 – N/A
	2002 - \$473	2002 - \$500	2002 – N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
<i>9.29%</i>	6.68%	6.70%	6.37%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
<i>33.50%</i>	30.73%	31.00%	33.41%

Better Job – Better Wages

Table Four

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴Better Jobs/Better Wages 1998 - 1999 Cohort	1,162,291	545,444	46.93%	42.09%	N/A
Better Jobs/Better Wages 1999 - 2000 Cohort	995,849	411,859	41.36%	38.45%	36.89%
Change from Previous Year	-14.32%	-24.49%	-11.87%	-8.65%	
Better Jobs/Better Wages 2000 - 2001 Cohort	947,071	413,000	43.61%	N/A	43.03%
Change from Previous Year	-4.99%	0.0028%	5.19%	N/A	14.27%
Better Jobs/Better Wages 2001 - 2002 Cohort	1,035,712	474,139	45.78%	N/A	N/A
Change from Previous Year	8.56%	14.80%	4.74%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

Results of cohort comparisons of **Tier Level Two Better Jobs – Better Wages**, are as follows:

1. The “Number Served” decreased by 4.99% from 1999-2000 to 2000-2001, but increased 8.56% from 2000-2001 to 2001-2002.
2. The participant “Initially Employed” category increased very slightly (0.028%) from 1999-2000 to 2000-2001, however increased considerably (14.80%) from 2000-2001 to 2001-2002.
3. The “Continued Employment” category increased appreciably by 14.27% between the 2000-2001 and 2001-2002 cohorts.

Earnings Levels as a Percent of All Employed Better Jobs – Better Wages

Cohorts			
1998-1999	1999-2000	2000-2001	2001-2002
<i>Level 0 – 31.49%</i>	31.14%	31.46%	33.95%
<i>Level 1 – 14.84%</i>	14.59%	14.97%	15.41%
<i>Level 2 – 9.48%</i>	9.25%	9.61%	9.45%
<i>Level 3 – 44.18%</i>	45.01%	43.95%	41.17%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$4,122	\$4,219	\$4,353	\$4,747

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$476	2000 – N/A	2000 – N/A	2000 – N/A
2001 - \$270	2001 - \$413	2001 – N/A	2001 – N/A
	2002 - \$750	2002 - \$561	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
28.42%	33.38%	29.63%	24.27%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
5.59%	6.04%	6.80%	6.90%

High Skills – High Wages

Table Five

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴ High Skill/High Wages 1998 - 1999 Cohort	82,069	58,082	70.77%	63.48%	N/A
High Skill/High Wages 1999 - 2000 Cohort	77,842	55,377	71.14%	67.96%	64.13%
Change From Previous Year	-5.15%	-4.66%	0.0052%	6.60%	N/A
High Skill/High Wages 2000 - 2001 Cohort	84,839	60,143	70.89%	N/A	66.53%
Change From Previous Year	8.25%	7.92%	-0.004%	N/A	3.61%
High Skill/High Wages 2001 - 2002 Cohort	93,246	65,252	69.98%	N/A	N/A
Change From Previous Year	9.02%	7.80%	-1.28%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴**NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.**

Results of cohort comparisons of **Tier Level Two High Skills – High Wages**, are as follows:

1. The “Number Served” decreased slightly by 5.15% from 1998-1999 to 1999-2000, however an 8.25% increase is noted from 1999-00 to 2000-2001 and again by 9.02% between 2000-2001, and 2001-2002 cohorts.
2. Participant “Initially Employed” decreased minimally (4.66%) from 1998-1999 to 1999-2000 and rebounded by 7.92% from 1999-2000 to 2000-2001.
3. The “Continued Employment” category showed an increase of 6.60% between the 1998-1999 and 1999-2000 cohorts and again (3.61%) between the 1999-2000 and 2000-2001 cohorts.

Earnings Levels as a Percent of All Employed High Skills – High Wages

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
Level 0 – 12.34%	10.36%	11.60%	14.67%
Level 1 – 6.90%	5.78%	6.57%	8.68%
Level 2 – 5.34%	4.70%	5.73%	7.19%
Level 3 – 75.42%	79.14%	76.09%	72.38%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$6,248	\$6,859	\$7,050	\$7,339

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$880	2000 – N/A	2000 – N/A	2000 – N/A
2001 - \$664	2001 - \$750	2001 – N/A	2001 -
	2002 - \$810	2002 - \$860	

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
3.43%	2.03%	2.39%	1.97%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
21.10%	23.75%	20.13%	22.61%

PERFORMANCE OUTCOMES

TIER Three Performance Outcomes – Fall 2002 Findings

Comparison of 1998-1999⁴, 1999-2000, 2000-2001, and 2001-2002 Cohorts

Similar comparisons can be made for the individual **Tier 3** programs as was made for **Tier 1 and 2**. Because of the variety of programs included as a part of **Tier 3**, some performed better than others. Tier 3 programs in the First Jobs – First Wages category are: District Adult General Education, WIA - Older Youth, WIA Younger Youth, Dropout Prevention, Public High School Dropouts, Public High School Graduates, District Secondary Vocational Completers. Selected programs are reviewed in this report. Please see the attached full Tiers Report for additional details.

Drop Out Prevention

Table Six

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴All Grads 1998 – 1999 Cohort	9,109	5,909	64.87%	60.24%	N/A
All Grads 1999 – 2000 Cohort	10,095	6,137	60.79%	57.75%	58.46%
Change From Previous Year	9.77%	3.72%	-6.3%	-4.13%	N/A
All Grads 2000 – 2001 Cohort	11,004	6,211	56.44%	N/A	57.49%
Change From Previous Year	8.26%	1.19%	-7.2%	N/A	-1.66%
All Grads 2001 – 2002 Cohort	11,423	6,615	57.91%	N/A	N/A
Change From Previous Year	3.67%	6.11%	2.54%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

Results of cohort comparisons of **Tier Level Three Better Jobs - Better Wages Drop Out Prevention Program** are as follows:

1. The "Number Served" has increased steadily throughout the time-periods with 9.77%, 8.26%, and 3.67% respectively.
2. Participant "Initially Employed" also increased (3.72%) from 1998-1999 to 1999-2000, slightly by 1.19% from 1999-2000 to 2000-2001 and significantly (6.11%) between the 2000-2001 and the 2001-2002 cohorts.
3. The "Employed Percent" category showed a decrease of 6.3% between 1998-1999 and 1999-2000 and 7.2% between 1999-2000 and 2000-2001. However, the category increased by 2.54% from 2000-2001 to 2001-2002.

Earnings Levels as a Percent of All Employed Drop Out Prevention

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
<i>Level 0 – 42.21%</i>	41.46%	51.33%	65.34%
<i>Level 1 – 20.96%</i>	21.89%	22.73%	20.11%
<i>Level 2 – 11.92%</i>	11.93%	11.16%	6.73%
<i>Level 3 – 24.21%</i>	24.72%	14.78%	7.83%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$2,335	\$2,320	\$2,198	\$2,303

Earnings Growth

1998-1999 Cohort	1999-2000	2000-2001	2001-2002
<i>2000 - \$557</i>	2000 – N/A	2000 – N/A	2000 – N/A
<i>2001 - \$438</i>	2001 - \$525	2001 – N/A	2001 – N/A
	2002 - \$517	2002 - \$613	2002 – N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
7.52%	7.84%	7.86%	6.63%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
24.35%	33.52%	34.33%	32.61%

All Public High School Graduates

Table Seven

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴All Grads 1998 – 1999 Cohort	97,403	59,174	60.75%	60.67%	N/A
All Grads 1999 – 2000 Cohort	107,050	61,113	57.09%	57.44%	57.77%
Change From Previous Year	9.01%	3.17%	-6.03%	-5.32%	N/A
All Grads 2000 – 2001 Cohort	111,772	60,326	53.97%	N/A	56.84%
Change From Previous Year	4.23%	-1.29%	-5.47%	N/A	-1.61%
All Grads 2001 – 2002 Cohort	115,529	64,974	56.24%	N/A	N/A
Change From Previous Year	3.25%	7.15%	4.04%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

Results of cohort comparisons of **Tier Level Three - All High School Graduates** are as follows:

1. Similar to drop outs, the “Number Served” in this program has increased throughout the time-periods achieving 9.01%, 4.23%, and 3.25% respectively.
2. Participant “Initially Employed” also increased (3.17%) from 1998-1999 to 1999-2000 but, slightly decreased 1.29% from 1999-2000 to 2000-2001. There was a strong gain of 7.15% from the 2000-2001 and 2001-2002 cohorts.
3. The “Employed Percent” category showed a decrease of 6.03% between 1998-1999 and 1999-2000, then again by 5.47% between 1999-2000 and 2000-2001. Fortunately the trend reversed and the “Employed Percent” increased by 4.04% from 2000-2001 to 2001-2002.

Earnings Levels as a Percent of All Employed All Public High School Graduates

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
Level 0 – 42.21%	46.47%	55.35%	69.20%
Level 1 – 20.96%	20.16%	21.90%	18.74%
Level 2 – 11.92%	10.88%	9.23%	5.79%
Level 3 – 24.21%	22.78%	13.51%	6.26%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$2,335	\$2,207	\$2,123	\$2,142

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$557	2000 - N/A	2000 - N/A	2000 - N/A
2001 - \$438	2001 - \$480	2001 - N/A	2001 - N/A
2002 - N/A	2002 - \$518	2002 - \$569	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
7.52%	2.75%	2.86%	2.52%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
24.35%	54.96%	56.08%	58.24%

Additional Tier 3 programs in the Better Jobs – Better Wages include: Wagner Peyser – Registrations, WIA – Adults, Blind Services, Vocational Rehabilitation Closures, Food Stamp Education & Training – Rec'd Orientation, Food Stamp Education & Training – Placed, TANF, Farm worker Jobs and Education, Quick Response – District, Florida Job Corps, and NAFTA/TAA. Selected programs are reviewed in this report. Please see the attached full Tiers Report for additional details.

WIA Adults

Table Eight

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴WIA Adults 1998-1999 Cohort	4,753	2,884	60.68%	58.22%	N/A
WIA Adults 1999-2000 Cohort	7,189	4,793	66.67%	59.76%	58.07%
Change From Previous Year	33.89%	39.83%	8.99%	2.58%	N/A
WIA Adults 2000-2001 Cohort	11,404	7,749	67.95%	N/A	63.68%
Change From Previous Year	36.96%	38.15%	1.88%	N/A	8.80%
WIA Adults 2001-2002 Cohort	19,375	14,033	72.43%	N/A	N/A
Change From Previous Year	41.14%	44.78%	6.19%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

Results of cohort comparisons of **Tier Level Three – WIA Adults** are as follows:

1. The “Number Served” in this program has increased substantially throughout the time periods achieving 33.89%, 36.96%, and 41.14% respectively.
2. The participant “Initially Employed” category also increased appreciably by 39.83% between 1998-1999 and 1999-2000 cohorts, and again by 38.15% from 1999-2000 to 2000-2001. There was also a significant gain to 47.78% between the 2000-2001 and 2001-2002 cohorts.
3. In addition the “Employed Percent” category showed increases of 8.99% between 1998-1999 and 1999-2000 and 1.88% between 1999-2000 and 2000-2001.
4. “Continued employment” had a slight increase of 2.58% between the 1999-2000 and 2000-2001.

Earnings Levels as a Percent of All Employed WIA Adults

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
Level 0 – 42.21%	29.20%	25.02%	20.82%
Level 1 – 20.96%	15.04%	13.83%	11.43%
Level 2 – 11.92%	10.28%	10.22%	8.01%
Level 3 – 24.21%	45.46%	50.92%	59.73%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$2,335	\$3,951	\$4,809	\$7,042

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$557	2000 - N/A	2000 - N/A	2000 - N/A
2001 - \$438	2001 - \$415	2001 - N/A	2001 - N/A
2002 - N/A	2002 - \$391	2002 - \$523	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
7.52%	21.16%	15.39%	10.64%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
24.35%	13.84%	13.48%	11.50%

TANF
Table Nine

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴TANF 1998 – 1999 Cohort	401,044	76,927	19.18%	19.62%	N/A
TANF 1999 – 2000 Cohort	463,261	92,715	20.01%	19.27%	20.02%
Change From Previous Year	13.43%	17.03%	4.15%	-1.78%	N/A
TANF 2000 - 2001 Cohort	327,220	53,771	16.43%	N/A	17.36%
Change From Previous Year	-29.37%	-42.00%	-17.89%	N/A	-13.29%
TANF 2001 - 2002 Cohort	325,256	54,036	16.61%	N/A	N/A
Change From Previous Year	-0.006%	0.005%	1.08%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

1. The three categories, “Number Served”, “Initially Employed” and “Employed Percent” increased somewhat from 1998-1999 to 1999-2000. The increases were 13.43%, 17.03%, and 4.15% respectively.
2. However, a dramatic decrease in these categories occurred from 1999-2000 to 2000-2001. The differences between the 2000-2001 and the 2001-2002 cohorts were minimal.

Earnings Levels as a Percent of All Employed TANF

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
Level 0 – 53.33%	47.70%	54.04%	57.84%
Level 1 – 18.23%	17.85%	17.89%	17.86%
Level 2 – 9.20%	9.24%	8.84%	8.18%
Level 3 – 19.24%	25.19%	19.21%	16.11%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$2,419	\$2,841	\$2,562	\$2,662

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$272	2000 - N/A	2000 - N/A	2000 - N/A
2001 - \$204	2001 - \$255	2001 - N/A	2001 - N/A
2002 - N/A	2002 - \$230	2002 - \$315	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
63.90%	60.57%	64.97%	

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
2.61%	3.07%	3.28%	

Quick Response District

Table Ten

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴Quick Response District 1998 - 1999 Cohort	1,579	1,004	63.58%	59.15%	N/A
Quick Response District 1999 - 2000 Cohort	12,969	5,048	38.92%	35.59%	34.66%
Change From Previous Year	87.83%	80.11%	-38.79%	-39.83%	N/A
Quick Response District 2000 - 2001 Cohort	1,203	1,017	84.54%	N/A	83.04%
Change From Previous Year	-90.72%	-79.85%	53.96%	N/A	58.26%
Quick Response District 2001 - 2002 Cohort	2,663	2,396	89.97%	N/A	N/A
Change From Previous Year	54.83%	57.55%	6.04%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

In **Table Ten** the Quick Response – District numbers reflect:

1. The “Number Served” increased by 87.83% from the 1998-1999 to the 1999-2000 cohort, but decreased just as dramatically from 1999-2000 to 2000-2000. There was another major increase (54.83%) from the 2000-2001 to the 2001-2002 cohort.
2. Those “Initially Employed” increased just as dramatically by 80.11%. Conversely, the change from 1999-2000 to 2000-2001 shifted down by percentages of 90.72% and 79.85% respectively. However, the category increased by 57.55% from the 2000-2001 to the 2001-2002 cohort.

Earnings Levels as a Percent of All Employed Quick Response - District

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
Level 0 – 13.17%	15.97%	6.21%	7.14%
Level 1 – 8.14%	8.39%	4.10%	4.38%
Level 2 – 6.85%	6.72%	3.20%	3.13%
Level 3 – 71.84%	68.92%	86.49%	85.35%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$6,215	\$7,138	\$7,687	\$7,913

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$373	2000 - N/A	2000 - N/A	2000 - N/A
2001 - \$66	2001 - \$167	2001 - N/A	2001 - N/A
2002 - N/A	2002 - \$624	2002 - \$331	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
2.60%	3.87%	1.50%	2.10%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
8.36%	4.62%	6.98%	8.75%

Quick Response Florida Community Colleges

Table Eleven

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴ Quick Response Community Colleges 199 - 1999 Cohort	2,543	1,857	73.02%	60.68%	N/A
Quick Response Community Colleges 1999 - 2000 Cohort	2,651	2,196	82.84%	72.99%	67.26%
Change From Previous Year	4.07%	15.44%	11.85%	16.87%	N/A
Quick Response Community Colleges 2000 - 2001 Cohort	5,618	4,259	75.81%	N/A	71.22%
Change From Previous Year	52.81%	48.44%	-8.48%	N/A	5.56%
Quick Response Community Colleges 2001 - 2002 Cohort	6,412	4,997	77.93%	N/A	N/A
Change From Previous Year	12.38%	14.77%	2.72%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴**NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.**

The Quick Response – Florida Community Colleges data shows:

1. The “Number Served” increased slightly by 4.07% from 1998-1999 to the 1999-2000 cohort and again by 52.81% to the 2000-2001 cohort. The category also increased a respectable 12.38% from 2000-2001 to the 2001-2002 cohort.
2. Those “Initially Employed” also increased noticeably by 15.44%, 48.44%, and 14.77% respectively.
3. The “Employed Percent” increased by 11.85% between the 1998-1999 and 1999-2000 cohorts, however a slight drop was noticed in the comparison of the next year’s cohort (-8.48%). A 2.72% increase was noted during the next time-period.
4. Those participants in the “Continued Employment” category had a sizeable increase of 16.87% from the previous year’s cohort.

Earnings Levels as a Percent of All Employed Quick Response – Florida Community Colleges

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
Level 0 – 13.17%	16.71%	16.60%	16.87%
Level 1 – 8.14%	9.48%	10.30%	12.29%
Level 2 – 6.85%	7.12%	9.30%	10.05%
Level 3 – 71.84%	66.63%	63.81%	60.74%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$6,215	\$6,811	\$5,841	\$8,220

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$373	2000 - N/A	2000 - N/A	2000 - N/A
2001 - \$66	2001 - \$94	2001 - N/A	2001 - N/A
2002 - N/A	2002 - \$644	2002 - \$568	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
2.60%	6.79%	5.25%	6.79%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
8.36%	10.15%	13.62%	10.23%

Wagner – Peyser Registrations

Table Twelve

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴ WP Registrations 1998 - 1999 Cohort	791,511	486,839	61.51%	54.27%	N/A
WP Registrations 1999 - 2000 Cohort	498,909	297,928	59.72%	55.11%	53.33%
Change From Previous Year	-36.97%	-38.80%	-2.91%	1.52%	1.52%
WP Registrations 2000 - 2001 Cohort	631,167	361,922	57.34%	N/A	56.06%
Change From Previous Year	20.96%	-17.68%	-3.99%	N/A	4.87%
WP Registrations 2001 - 2002 Cohort	709,400	413,913	58.35%	N/A	N/A
Change From Previous Year	11.03%	12.56%	1.73%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

As noted in **Table Twelve**, the Wagner – Peyser results showed:

1. The “Number Served” decreased noticeably (36.97%) from 1998-1999 to the 1999-2000 cohort. The category increased by 20.96% and 11.03% in the later cohorts.
2. The “Initially Employed” category had a similar reduction of 38.80% while the “Percent Employed” category declined slightly at 2.91% during the same period.
3. Although the “Number Served” increased from the 1999-2000 to the 2000-2001 cohort both the “Initially Employed” and “Employed Percent” decreased by 17.68% and 3.99% respectively. The 2001-2002 cohort “Number Served” and “Initially Employed” increased appreciably with 11.03% and 12.56% respectively.

Earnings Levels as a Percent of All Employed Wagner-Peyser

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
Level 0 – 28.59%	25.46%	28.63%	31.79%
Level 1 – 14.50%	13.64%	14.73%	15.38%
Level 2 – 9.58%	9.28%	9.78%	9.71%
Level 3 – 47.32%	51.61%	46.85%	43.11%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$4,291	\$4,623	\$4,530	\$4,881

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$528	2000 - N/A	2000 - N/A	2000 - N/A
2001 - \$297	2001 - \$493	2001 - N/A	2001 - N/A
2002 - N/A	2002 - \$444	2002 - \$623	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
12.33%	11.09%	13.33%	8.97%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
7.15%	8.74%	8.68%	8.58%

Tier 3 programs in the High Skills – High Wages category include: Quick Response Florida Community Colleges, State University System – Bachelors, WIA – Dislocated Workers, Apprentice Programs, Incumbent Worker Programs Community College Credit Certificate, Targeted Occupation Programs, District Post-secondary Adult and Vocational Program Completers, Targeted Occupations Selected programs are reviewed in this report. Please see the attached full Tiers Report for additional details.

WIA Dislocated Workers

Table Thirteen

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴WIA DW 1998 - 1999 Cohort	7,341	4,930	67.16%	36.34%	N/A
WIA DW 1999 - 2000 Cohort	4,844	3,601	74.34%	70.13%	68.19%
Change From Previous Year	-34.01%	-26.96%	9.66%	48.18%	N/A
WIA DW 2000 - 2001 Cohort	7,478	5,722	76.52%	N/A	74.39%
Change From Previous Year	35.22%	37.07%	2.85%	N/A	8.33%
WIA DW 2001 - 2002 Cohort	8,402	6,300	74.98%	N/A	N/A
Change From Previous Year	10.98%	9.18%	-2.01%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

Table Thirteen shows the WIA Dislocated Worker outcomes between cohorts as indicated below.

1. The WIA Dislocated Worker “Number Served” and the “Initially Employed” categories decreased markedly from the 1998-1999 to the 1999-2000 cohorts (34.01% and 26.96%) however, both rebounded with a percentage increase larger than the previous year cohort’s decline.
2. The “Percent Employed” and “Continued Employment” increased over the time-periods with “Continued Employment” posting a 48.18% gain from the 1998-1999 to the 1999-2000 cohort.

Earnings Levels as a Percent of All Employed WIA Dislocated Workers

Cohorts				
1998-1999	1999-2000	2000-2001	2001-2002	
<i>Level 0 – 17.62%</i>	13.29%	12.13%	14.70%	
<i>Level 1 – 11.92%</i>	9.02%	9.49%	10.62%	
<i>Level 2 – 8.66%</i>	7.63%	8.09%	9.79%	
<i>Level 3 – 61.81%</i>	70.00%	70.29%	64.87%	

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
\$5,031	\$5,932	\$6,472	\$6,483

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - \$552	2000 - N/A	2000 - N/A	2000 - N/A
2001 - \$335	2001 - \$388	2001 - N/A	2001 - N/A
2002 - N/A	2002 - \$456	2002 - \$484	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
6.61%	3.74%	3.82%	3.74%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
9.81%	11.52%	9.79%	9.53%

Incumbent Workers

Table Fourteen

	Number Served	Initially Employed	Employed Percent	Continued Employment in 2001	Continued Employment in 2002
⁴Incumbent Worker 1998 - 1999 Cohort	N/A	N/A	N/A	N/A	N/A
Incumbent Worker 1999 - 2000 Cohort	1,407	1,290	91.68%	91.68%	90.05%
Change From Previous Year	N/A	N/A	N/A	N/A	N/A
Incumbent Worker 2000 - 2001 Cohort	6,393	5,736	84.09%	N/A	80.99%
Change From Previous Year	77.99%	77.51%	-8.28%	N/A	-10.06%
Incumbent Worker 2001 - 2002 Cohort	7,337	6,597	88.91%	N/A	N/A
Change From Previous Year	12.87%	13.05%	5.42%	N/A	N/A

Source: Florida Education and Training Placement Information Program (FETPIP)

⁴NOTE: The 1998-1999 cohort data is displayed for comparison purposes only. PY2000-2001 was the last year this cohort was tracked.

Table Fourteen illustrates the rate of change between the 1999-2000, the 2000-2001 and the 2001-2002 cohorts. The results show:

1. A 77.99% increase in the "Number Served" and a 12.87% increase in the later cohort.
2. A comparable increase of 77.51% and 13.05% in the "Initially Employed" category.
3. An 8.28% decrease in the "Percent Employed" from the 1999-2000 to the 2000-2001 cohort. However, a partial regain of 5.42% between the 2000-2001 and the 2001-2002 cohorts.

Earnings Levels as a Percent of All Employed Incumbent Workers

Cohorts

1998-1999	1999-2000	2000-2001	2001-2002
Level 0 – N/A	2.60%	10.70%	4.03%
Level 1 – N/A	0.71%	6.76%	5.11%
Level 2 – N/A	0.71%	7.16%	6.47%
Level 3 – N/A	95.97%	75.36%	84.39%

Initial Average Quarterly Earnings

1998-1999	1999-2000	2000-2001	2001-2002
N/A	\$13,054	\$8,666	\$9,677

Earnings Growth

1998-1999	1999-2000	2000-2001	2001-2002
2000 - N/A	2000 - N/A	2000 - N/A	2000 - N/A
2001 - N/A	2001 - \$36	2001 - N/A	2001 - N/A
2002 - N/A	2002 - \$438	2002 - \$406	2002 - N/A

Public Assistance

1998-1999	1999-2000	2000-2001	2001-2002
N/A	0.14%	5.22%	1.12%

Continuing Education

1998-1999	1999-2000	2000-2001	2001-2002
N/A	8.81%	12.47%	8.15%

**USE OF INDIVIDUAL TRAINING ACCOUNTS (ITAs)
WIA ADULT AND DISLOCATED WORKER PROGRAMS COMBINED
7/1/02 Through 6/30/03**

ITAs Awarded*					State ITA 50% Expenditure Requirement**		
Region	Enrolled in Training	Receiving ITA	Percent	Avg. ITA Amount	Total Expenditures	ITA Expenditures	Percent
1	531	530	99.81%	\$2,883.55	\$1,407,461	\$918,903	65.29%
2	291	274	94.16%	\$2,345.53	\$390,613	\$194,094	49.69%
3	214	199	92.99%	\$2,067.92	\$587,797	\$383,517	65.25%
4	473	471	99.58%	\$3,309.51	\$910,397	\$580,195	63.73%
5	500	500	100.00%	\$3,684.15	\$675,229	\$511,309	75.72%
6	82	80	97.56%	\$3,137.68	\$416,254	\$77,257	18.56%
7	170	169	99.41%	\$3,546.89	\$484,436	\$274,303	56.62%
8	1,696	1,583	93.34%	\$3,860.69	\$3,320,446	\$2,184,964	65.80%
9	231	231	100.00%	\$3,097.81	\$692,619	\$340,978	49.23%
10	375	375	100.00%	\$4,104.85	\$1,300,649	\$838,445	64.46%
11	651	545	83.72%	\$2,494.14	\$937,598	\$464,939	49.59%
12	2,139	2,137	99.91%	\$3,683.39	\$3,758,936	\$1,525,614	40.59%
13	472	468	99.15%	\$2,277.97	\$1,177,602	\$954,269	81.03%
14	1,458	1,452	99.59%	\$3,595.07	\$2,305,340	\$1,363,372	59.14%
15	1,330	1,326	99.70%	\$3,390.04	\$2,540,427	\$2,253,060	88.69%
16	477	447	93.71%	\$3,082.72	\$1,182,582	\$768,736	65.00%
17	636	619	97.33%	\$4,782.30	\$2,895,090	\$2,188,217	75.58%
18	210	205	97.62%	\$1,943.98	\$1,199,559	\$580,826	48.42%
19	229	206	89.96%	\$4,135.33	\$1,301,036	\$609,408	46.84%
20	878	720	82.00%	\$2,189.09	\$4,333,622	\$2,345,016	54.11%
21	1,348	1,341	99.48%	\$4,384.70	\$4,750,304	\$1,628,715	34.29%
22	2,357	2,301	97.62%	\$3,036.76	\$5,843,318	\$3,455,949	59.14%
23	6,468	6,217	96.12%	\$5,027.14	\$12,882,026	\$8,067,930	62.63%
24	467	462	98.93%	\$2,960.06	\$2,582,254	\$1,949,454	75.49%
Total All Regions	23,683	22,858	96.52%	\$3,843.98	\$57,875,595	\$34,459,470	59.54%

* Information from OSMIS participant data provided by the Agency for Workforce Innovation 10/23/03.

**Based on data provided by the Agency for Workforce Innovation 9/23/03.

Those regions with a rounded percentage of expenditures not equaling 50% are shaded.



**Federal WIA Annual
Report Performance Data
(Tables A-O)**

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Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	66.0	79.5	507	2,470	919	55.2
Employers	68.0	78.8	3,697	13,867	6,504	56.8

Table B- Outcomes for Adults

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66.0	67.7	6,904 10,192
Employment Retention Rate	80.0	82.4	8,075 9,801
Earnings Change in Six Months	\$3,500	\$3,308	\$32,422,864 9,801
Employment and Credential Rate	42.0	48.6	3,390 6,972

Table C - Outcomes for Adult Special Populations

Reported	Public Assistance		Veterans		Individuals With		Older Individuals	
Entered Employment	63.1	1,647	69.9	463	54.8	397	60.5	368
		2,611		662		725		608
Employment Retention Rate	81.5	1,965	84.5	638	77.1	430	82.4	403
		2,412		755		558		489
Earnings Change in Six	\$3,816	\$9,205,194	\$4,214	\$3,181,774	\$3,221	\$1,797,335	\$2,140	\$1,046,394
		2,412		755		558		489
Employment and Credential	42.8	1,173	52.6	345	37.5	182	41.8	140
		2,743		656		485		335

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training		Individuals Who Only Received	
Entered Employment Rate	64.8	2,695	69.7	4,209
		4,157		6,035
Employment Retention Rate	83.6	4,006	81.2	4,069
		4,792		5,009
Earnings Change in Six Months	\$3,962	\$18,988,062	\$2,682	\$13,434,802
		4,792		5,009

Table E - Dislocated Worker Program Results At-A-Glance

	Negotiated Performance	Actual Performance Level	
Entered Employment Rate	76.6	6,381.0	6,381
			8,331
Employment Retention Rate	81.0	87.3	5,571
			6,381
Earnings Replacement in Six Months	94.0	72,299,884.0	\$79,824,057
			\$72,299,884
Employment and Credential Rate	42.0	46.8	2,400
			5,132

Table F - Outcomes for Dislocated Worker Special Populations

Reported	Veterans		Individuals With		Older Individuals		Displaced	
Entered Employment	74.2	709	71.2	240	69.0	711	72.0	77
		956		337		1,030		107
Employment Retention	84.1	596	81.7	196	86.1	612	79.2	61
		709		240		711		77
Earnings Replacement	83.6	\$8,442,894	89.0	\$2,602,869	75.2	\$7,043,912	274.8	\$769,692
		\$10,099,886		\$2,926,032		\$9,368,000		\$280,113
Employment And	49.2	319	46.0	92	40.6	232	47.4	45
		648		200		572		95

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received		Individuals Who Received Only	
Entered Employment Rate	75.9	3,895	77.7	2,486
		5,132		3,199
Employment Retention Rate	88.0	3,426	86.3	2,145
		3,895		2,486
Earnings Replacement Rate	92.5	\$44,616,723	87.7	\$27,683,161
		\$48,243,223		\$31,580,834

Table H - Older Youth Results At-A-Glance

	Negotiated Performance	Actual Performance Level	
Entered Employment Rate	63.0	64.9	633
			980
Employment Retention Rate	81.0	79.5	691
			869
Earnings Change in Six Months	\$3,200	\$2,792	\$2,426,084
			869
Credential Rate	31.0	36.6	474
			1,295

Table I - Outcomes for Older Youth Special Populations

Reported	Public Assistance	Veterans	Individuals With	Out-of-School Youth				
Entered Employment	60.3	223	60.0	9	49.1	52	65.3	580
		370		15		106		888
Employment Retention Rate	81.7	273	72.2	13	72.6	53	78.9	563
		334		18		73		714
Earnings Change in Six	\$3,290	\$1,098,887	\$3,218	\$57,930	\$2,426	\$177,105	\$2,543	\$1,815,529
		334		18		73		714
Credential Rate	41.0	207	35.5	11	27.5	39	34.1	368
		505		31		142		1,078

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance	Actual Performance Level
Skill Attainment Rate	63.0	69.9
		15,128
Diploma or Equivalent Attainment Rate	40.0	46.1
		21,647
Retention Rate	40.0	58.9
		1,028
		2,228
		1,132
		1,922

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment	68.2	6,721	74.4	4,108	63.0	2,159
		9,862		5,520		3,428
Diploma or Equivalent	52.4	582	61.2	303	20.3	130
		1,110		495		639
Retention Rate	59.3	616	56.5	244	56.2	460
		1,038		432		818

Table L - Other Reported Information

	12 Month		12 Mo. Earnings		Placements		Wages At Entry Into		Entry Into	
Adults	76.4	7,790	\$4,089	\$41,713,486	2.6	182	\$4,087	\$28,218,299	64.3	1,734
		10,202		10,202		6904		6,904		2,695
Dislocated Workers	84.3	4,859	153.6	\$62,330,618	3.0	178	\$5,982	\$38,170,741	66.3	2,389
		5,766		\$40,588,325		5981		6,381		3,601
Older Youth	73.6	749	\$3,650	\$3,716,165	3.2	20	\$2,401	\$15,195,561		
		1,018		1,023		633		633		

Table M - Participation Levels

	Total Participants Served	Total Exitters
Adults	19,595	11,752
Dislocated Workers	22,195	13,418
Older Youth	3,420	1,431
Younger Youth	14,697	6,534

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$27,487,067
Local Dislocated Workers		\$25,500,719
Local Youth		\$34,089,478
Rapid Response (up to 25%) 134 (a) (2) (A)		\$7,672,788
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$5,122,355
Statewide Allowable Activities 134 (a) (3)	Incumbent Worker	\$2,180,419
	Operation Paycheck	\$2,502,370
	Society of the Plastics Industry	\$51,000
	Information Technology - Region 3	\$22,230
	Florida High Tech Corridor	\$250,000
	Florida Space Research (NASA)	\$477,000
	Florida Trend	\$297,026
	The Langley Group	\$150,000
	Florida Atlantic University	\$130,000
	First Jobs/First Wages Council Projects	\$2,581,073
	Miscellaneous	\$577
High Skills/High Wages Council Projects	\$5,324,223	
Total of All Federal Spending Listed Above		\$113,838,325

**TABLE O - Performance PY02-03
Region 1-Escarosa Regional Workforce**

LOCAL AREA NAME	TOTAL PARTICIPANTS SERVED	ADULT	
		DISLOCATED	538
Region 1 Escarosa Regional Workforce July 1, 2002 - June 30, 2003		DISLOCATED	156
		OLDER YOUTH	30
		YOUNGER YOUTH	331
		TOTAL EXITERS	196
ETA ASSIGNED # 12135 July 1, 2002 - June 30, 2003		DISLOCATED	60
		OLDER YOUTH	7
		YOUNGER YOUTH	182
		TOTAL EXITERS	196
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	69.00	78.79
	EMPLOYERS	66.00	80.04
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.25%	75.93%
	DISLOCATED WORKERS	67.00%	77.78%
	OLDER YOUTH	63.00%	66.67%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	91.34%
	DISLOCATED WORKERS	81.00%	89.52%
	OLDER YOUTH	81.00%	80.00%
	YOUNGER YOUTH	40.00%	78.57%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$8,554
	DISLOCATED WORKERS	94.00%	115.59%
	OLDER YOUTH	\$3,200	\$6,185
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	72.90%
	DISLOCATED WORKERS	42.00%	68.50%
	OLDER YOUTH	31.00%	71.43%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	41.00%	80.21%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	62.50%	90.76%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	1	16

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 2-Okaloosa-Walton Jobs & Education Partnership**

LOCAL AREA NAME Region 2 Okaloosa, Walton	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	204
		DISLOCATED	291
		OLDER YOUTH	53
		YOUNGER YOUTH	240
ETA ASSIGNED # 12140	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	147
		DISLOCATED	177
		OLDER YOUTH	33
		YOUNGER YOUTH	103
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	72.00	77.45
	EMPLOYERS	67.00	79.99
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30,	ADULT	70.00%	88.56%
	DISLOCATED WORKERS	69.00%	75.78%
	OLDER YOUTH	70.00%	72.41%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	83.00%	80.00%
	DISLOCATED WORKERS	81.00%	87.70%
	OLDER YOUTH	82.00%	82.61%
	YOUNGER YOUTH	45.00%	60.71%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,600	\$3,692
	DISLOCATED WORKERS	93.00%	94.65%
	OLDER YOUTH	\$3,300	\$2,197
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	45.00%	76.26%
	DISLOCATED WORKERS	45.00%	68.84%
	OLDER YOUTH	35.00%	75.00%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%	64.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	65.00%	91.96%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	1	15

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 3-Chipola Regional Workforce**

LOCAL AREA NAME Region 3 Chipola Regional Workforce	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	195
		DISLOCATED	84
		OLDER YOUTH	40
		YOUNGER YOUTH	376
ETA ASSIGNED # 12145	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	105
		DISLOCATED	56
		OLDER YOUTH	22
		YOUNGER YOUTH	185
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	70.00	80.80
	EMPLOYERS	67.00	80.33
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.00%	74.70%
	DISLOCATED WORKERS	67.00%	67.69%
	OLDER YOUTH	63.00%	69.23%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	85.42%
	DISLOCATED WORKERS	81.00%	88.64%
	OLDER YOUTH	81.00%	95.65%
	YOUNGER YOUTH	41.00%	67.03%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,255	\$5,485
	DISLOCATED WORKERS	94.00%	142.25%
	OLDER YOUTH	\$3,200	\$4,771
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	43.00%	66.28%
	DISLOCATED WORKERS	43.00%	52.63%
	OLDER YOUTH	31.00%	48.48%
	July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	51.00%	86.07%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	0	17

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 4 - Gulf Coast Workforce Development**

LOCAL AREA NAME Region 4 Gulf Coast Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	450
		DISLOCATED	172
		OLDER YOUTH	112
		YOUNGER YOUTH	525
ETA ASSIGNED # 12150	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	288
		DISLOCATED	89
		OLDER YOUTH	61
		YOUNGER YOUTH	190
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	71.00	81.13
	EMPLOYERS	71.00	82.44
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.00%	86.63%
	DISLOCATED WORKERS	67.00%	79.41%
	OLDER YOUTH	63.00%	77.97%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	85.14%
	DISLOCATED WORKERS	81.00%	87.65%
	OLDER YOUTH	81.00%	72.41%
	YOUNGER YOUTH	40.00%	87.18%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$5,201
	DISLOCATED WORKERS	94.00%	108.11%
	OLDER YOUTH	\$3,200	\$2,974
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	64.06%
	DISLOCATED WORKERS	42.00%	62.63%
	OLDER YOUTH	31.00%	69.44%
	July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	63.00%	85.05%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	2	15

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 5 - Big Bend Jobs & Education Partnership**

LOCAL AREA NAME	TOTAL PARTICIPANTS SERVED	ADULT	276
Region 5 Big Bend Jobs & Education Partnership	July 1, 2002 - June 30, 2003	DISLOCATED	400
		OLDER YOUTH	78
		YOUNGER YOUTH	376
		TOTAL EXITERS	133
ETA ASSIGNED # 12155	July 1, 2002 - June 30, 2003	DISLOCATED	240
		OLDER YOUTH	12
		YOUNGER YOUTH	35
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	69.00	75.04
	EMPLOYERS	66.00	77.40
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	71.50%	74.51%
	DISLOCATED WORKERS	70.50%	80.18%
	OLDER YOUTH	66.53%	65.52%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	82.61%
	DISLOCATED WORKERS	86.00%	89.89%
	OLDER YOUTH	81.00%	80.77%
	YOUNGER YOUTH	42.00%	50.00%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$4,000	\$4,657
	DISLOCATED WORKERS	94.00%	102.48%
	OLDER YOUTH	\$3,700	\$5,543
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	58.50%
	DISLOCATED WORKERS	42.00%	28.79%
	OLDER YOUTH	32.00%	31.58%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%	75.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	78.00%	84.83%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	3	13

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 6 - North Florida Workforce Board**

LOCAL AREA NAME Region 6 North Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	125
		DISLOCATED	82
		OLDER YOUTH	20
		YOUNGER YOUTH	151
ETA ASSIGNED # 12160	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	90
		DISLOCATED	65
		OLDER YOUTH	10
		YOUNGER YOUTH	85
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	71.00	71.15
	EMPLOYERS	71.00	79.86
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.00%	64.00%
	DISLOCATED WORKERS	68.76%	72.46%
	OLDER YOUTH	63.00%	64.29%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	79.00%	84.14%
	DISLOCATED WORKERS	81.00%	84.00%
	OLDER YOUTH	81.00%	80.95%
	YOUNGER YOUTH	40.00%	51.56%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$2,661
	DISLOCATED WORKERS	94.00%	86.71%
	OLDER YOUTH	\$3,200	\$3,356
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	62.10%
	DISLOCATED WORKERS	41.00%	63.27%
	OLDER YOUTH	31.00%	55.17%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%	73.53%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	66.00%	39.83%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	3	12

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

**TABLE O - Performance PY02-03
Region 7 - Florida Crown Workforce Development Board**

LOCAL AREA NAME Region 7 Florida Crown Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	109
		DISLOCATED	136
		OLDER YOUTH	26
		YOUNGER YOUTH	195
ETA ASSIGNED # 12165	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	53
		DISLOCATED	80
		OLDER YOUTH	11
		YOUNGER YOUTH	123
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	70.00	79.62
	EMPLOYERS	66.00	79.62
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.00%	44.44%
	DISLOCATED WORKERS	67.00%	68.75%
	OLDER YOUTH	63.00%	0.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	89.77%
	DISLOCATED WORKERS	81.00%	100.00%
	OLDER YOUTH	81.00%	100.00%
	YOUNGER YOUTH	40.00%	40.00%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$4,312
	DISLOCATED WORKERS	93.00%	83.09%
	OLDER YOUTH	\$3,200	\$4,962
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	45.00%	39.29%
	DISLOCATED WORKERS	42.00%	51.19%
	OLDER YOUTH	31.00%	62.50%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%	26.67%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	56.00%	50.73%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	3	4	10

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

**TABLE O - Performance PY02-03
Region 8 - First Coast Workforce Development**

LOCAL AREA NAME Region 8 First Coast Workforce Development	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	1563
		DISLOCATED	1273
		OLDER YOUTH	141
		YOUNGER YOUTH	652
ETA ASSIGNED # 12170	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	870
		DISLOCATED	684
		OLDER YOUTH	71
		YOUNGER YOUTH	243
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	69.50	75.10
	EMPLOYERS	66.50	77.53
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.00%	71.31%
	DISLOCATED WORKERS	69.50%	79.60%
	OLDER YOUTH	67.00%	63.41%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	83.50%	92.14%
	DISLOCATED WORKERS	84.50%	90.61%
	OLDER YOUTH	82.50%	81.40%
	YOUNGER YOUTH	45.50%	65.04%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$5,529
	DISLOCATED WORKERS	94.00%	94.08%
	OLDER YOUTH	\$3,200	\$2,178
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	69.93%
	DISLOCATED WORKERS	42.00%	41.78%
	OLDER YOUTH	31.00%	51.56%
	July 1, 2002 - June 30, 2003	YOUNGER YOUTH	56.50%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	55.40%	80.59%
	DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")		
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	3	13

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

**TABLE O - Performance PY02-03
Region 9 - Alachua/Bradford Regional Workforce**

LOCAL AREA NAME Region 9 Alachua/Bradford Regional Workforce	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	259
		DISLOCATED	91
		OLDER YOUTH	18
		YOUNGER YOUTH	279
ETA ASSIGNED #12175	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	105
		DISLOCATED	33
		OLDER YOUTH	8
		YOUNGER YOUTH	117
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	71%	81.53%
	EMPLOYERS	71%	71.25%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.00%	85.00%
	DISLOCATED WORKERS	67.00%	92.00%
	OLDER YOUTH	63.00%	50.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	86.21%
	DISLOCATED WORKERS	81.00%	91.30%
	OLDER YOUTH	81.50%	100.00%
	YOUNGER YOUTH	40.00%	84.48%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$5,505
	DISLOCATED WORKERS	93.50%	121.67%
	OLDER YOUTH	\$3,100	\$18,431
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	75.47%
	DISLOCATED WORKERS	42.00%	64.29%
	OLDER YOUTH	31.00%	50.00%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%	80.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	63.00%	79.84%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	0	16

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

**TABLE O - Performance PY02-03
Region 10 - Citrus, Levy, Marion -CLM Works**

LOCAL AREA NAME Region 10 Citrus, Levy, Marion - CLM Works	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	349
		DISLOCATED	127
		OLDER YOUTH	108
		YOUNGER YOUTH	411
ETA ASSIGNED # 12180	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	120
		DISLOCATED	42
		OLDER YOUTH	32
		YOUNGER YOUTH	90
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	69%	80.44%
	EMPLOYERS	66%	77.87%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	65.50%	71.43%
	DISLOCATED WORKERS	67.00%	88.89%
	OLDER YOUTH	63.00%	80.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	83.33%
	DISLOCATED WORKERS	81.00%	90.00%
	OLDER YOUTH	81.00%	80.00%
	YOUNGER YOUTH	40.00%	65.00%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,400	\$4,586
	DISLOCATED WORKERS	94.00%	96.85%
	OLDER YOUTH	\$3,100	\$3,447
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	65.00%
	DISLOCATED WORKERS	42.00%	84.09%
	OLDER YOUTH	31.00%	50.00%
	July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	57.20%	83.90%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	1	16

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 11 - Workforce Development Board of Flagler & Volusia Counties**

LOCAL AREA NAME Region 11 Workforce Development Board of Flagler & Volusia Counties	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT 840 DISLOCATED 607 OLDER YOUTH 81 YOUNGER YOUTH 254	
ETA ASSIGNED # 12185	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT 680 DISLOCATED 538 OLDER YOUTH 67 YOUNGER YOUTH 221	
		NEGOTIATED ACTUAL	
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	80%	73.32%
	EMPLOYERS	70%	78.77%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30,	ADULT	69.00%	85.20%
	DISLOCATED WORKERS	67.00%	75.81%
	OLDER YOUTH	53.60%	55.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	88.68%
	DISLOCATED WORKERS	85.87%	88.83%
	OLDER YOUTH	81.00%	81.48%
	YOUNGER YOUTH	40.00%	54.04%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,400	\$1,606
	DISLOCATED WORKERS	95.00%	80.60%
	OLDER YOUTH	\$2,500	\$2,388
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	43.00%	81.88%
	DISLOCATED WORKERS	41.00%	48.87%
	OLDER YOUTH	31.00%	44.00%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	42.00%	13.01%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	60.81%	76.63%
<small>DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (VIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")</small>			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	3	12

**Based on the USDOL, TEGL 8-99 of March 3, 2000, Not Met is defined as the number of performance measures less than 80% of the negotiated goal. Met is defined as the number of performance measures between 80% - 100% of the negotiated goal. Exceeded is defined as the number of performance measures above 100% of the negotiated goal.*

**TABLE O - Performance PY02-03
Region 12 - Workforce Central Florida**

LOCAL AREA NAME Region 12 Workforce Central Florida	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	892
		DISLOCATED	1315
		OLDER YOUTH	93
		YOUNGER YOUTH	696
ETA ASSIGNED # 12190	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	374
		DISLOCATED	636
		OLDER YOUTH	62
		YOUNGER YOUTH	555
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	70%	71.80%
	EMPLOYERS	68%	76.57%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	69.24%	78.80%
	DISLOCATED WORKERS	67.00%	84.39%
	OLDER YOUTH	63.00%	66.67%
	ADULTS	80.00%	82.70%
RETENTION RATE October 1, 2000 - September 30, 2001	DISLOCATED WORKERS	81.00%	87.59%
	OLDER YOUTH	82.00%	100.00%
	YOUNGER YOUTH	40.00%	100.00%
	ADULTS	\$3,500	\$2,527
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	DISLOCATED WORKERS	94.00%	90.57%
	OLDER YOUTH	\$3,200	\$3,364
	ADULT	41.00%	64.95%
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	DISLOCATED WORKERS	41.00%	58.78%
	OLDER YOUTH	31.00%	33.33%
	YOUNGER YOUTH	40.00%	64.46%
July 1, 2002 - June 30, 2003			
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	63.00%	84.83%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	1	15

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 13 - Brevard Workforce Board**

LOCAL AREA NAME Region 13 Brevard Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	355
		DISLOCATED	372
		OLDER YOUTH	31
		YOUNGER YOUTH	109
ETA ASSIGNED # 12010	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	202
		DISLOCATED	202
		OLDER YOUTH	27
		YOUNGER YOUTH	90
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	69%	69.78%
	EMPLOYERS	66%	83.50%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.00%	70.59%
	DISLOCATED WORKERS	67.00%	78.79%
	OLDER YOUTH	63.00%	65.79%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	85.63%
	DISLOCATED WORKERS	81.00%	86.15%
	OLDER YOUTH	81.00%	91.43%
	YOUNGER YOUTH	40.00%	48.65%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$3,530
	DISLOCATED WORKERS	93.50%	89.43%
	OLDER YOUTH	\$3,200	\$2,927
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	41.50%	36.81%
	DISLOCATED WORKERS	41.50%	43.30%
	OLDER YOUTH	31.50%	30.77%
	July 1, 2002 - June 30, 2003	YOUNGER YOUTH	37.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	63.00%	88.84%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	4	13

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Regio 14 - Pinellas Workforce Board**

LOCAL AREA NAME	TOTAL PARTICIPANTS SERVED	ADULT	522
Region 14 Pinellas Workforce Board July 1, 2002 - June 30, 2003	TOTAL PARTICIPANTS SERVED	DISLOCATED	1316
		OLDER YOUTH	44
		YOUNGER YOUTH	293
		TOTAL EXITERS	ADULT
ETA ASSIGNED # 12085 July 1, 2002 - June 30, 2003	TOTAL EXITERS	DISLOCATED	896
		OLDER YOUTH	30
		YOUNGER YOUTH	120
			NEGOTIATED
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	70.00	68.24
	EMPLOYERS	67.00	71.97
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30,	ADULT	67.00%	54.59%
	DISLOCATED WORKERS	67.00%	85.75%
	OLDER YOUTH	49.00%	52.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	81.00%	84.08%
	DISLOCATED WORKERS	83.50%	91.56%
	OLDER YOUTH	81.30%	73.68%
	YOUNGER YOUTH	41.00%	56.76%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,600	\$2,571
	DISLOCATED WORKERS	94.00%	87.19%
	OLDER YOUTH	\$3,200	\$932
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	17.88%
	DISLOCATED WORKERS	42.00%	57.82%
	OLDER YOUTH	32.00%	25.00%
	July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	55.50%	75.93%
	DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")		
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	5	4	8

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 15 - Hillsborough County Workforce Board**

LOCAL AREA NAME Region 15 Hillsborough County Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	640
		DISLOCATED	1335
		OLDER YOUTH	323
		YOUNGER YOUTH	961
ETA ASSIGNED # 12225	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	399
		DISLOCATED	1128
		OLDER YOUTH	198
		YOUNGER YOUTH	499
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	69%	74.16%
	EMPLOYERS	66%	78.79%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30,	ADULT	66.00%	67.59%
	DISLOCATED WORKERS	67.00%	85.55%
	OLDER YOUTH	63.00%	60.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.14%	76.14%
	DISLOCATED WORKERS	81.00%	88.85%
	OLDER YOUTH	74.00%	76.67%
	YOUNGER YOUTH	40.00%	54.08%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$3,231
	DISLOCATED WORKERS	94.00%	84.42%
	OLDER YOUTH	\$3,200	\$2,444
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	39.81%
	DISLOCATED WORKERS	42.00%	51.04%
	OLDER YOUTH	31.00%	18.95%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%	36.08%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	52.00%	59.70%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	6	9

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 16 - Pasco-Hernando Jobs & Education Partnership**

LOCAL AREA NAME Region 16 Pasco-Hernando Jobs & Education Partnership	TOTAL PARTICIPANT'S SERVED July 1, 2002 - June 30, 2003	ADULT	376
		DISLOCATED	301
		OLDER YOUTH	41
		YOUNGER YOUTH	263
ETA ASSIGNED # 12195	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	281
		DISLOCATED	204
		OLDER YOUTH	25
		YOUNGER YOUTH	124
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	68.3%	72.25%
	EMPLOYERS	65.5%	79.95%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	70.50%	78.52%
	DISLOCATED WORKERS	70.00%	78.03%
	OLDER YOUTH	66.00%	100.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	81.00%	77.78%
	DISLOCATED WORKERS	85.00%	87.38%
	OLDER YOUTH	81.00%	66.67%
	YOUNGER YOUTH	40.00%	68.97%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,900	\$6,204
	DISLOCATED WORKERS	93.00%	94.96%
	OLDER YOUTH	\$3,200	\$5,369
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	41.25%	48.54%
	DISLOCATED WORKERS	41.25%	54.84%
	OLDER YOUTH	31.00%	28.57%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	45.00%	11.43%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	63.00%	72.55%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	3	13

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 17 - Polk County Workforce Development Board**

LOCAL AREA NAME Region 17 Polk County Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	978
		DISLOCATED	382
		OLDER YOUTH	13
		YOUNGER YOUTH	351
ETA ASSIGNED #12200	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	720
		DISLOCATED	202
		OLDER YOUTH	9
		YOUNGER YOUTH	213
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	70%	77.92%
	EMPLOYERS	70%	78.93%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	71.00%	82.28%
	DISLOCATED WORKERS	75.00%	79.82%
	OLDER YOUTH	70.00%	50.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	83.00%	87.05%
	DISLOCATED WORKERS	84.00%	88.51%
	OLDER YOUTH	82.00%	100.00%
	YOUNGER YOUTH	41.00%	54.55%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,400	\$4,662
	DISLOCATED WORKERS	95.00%	88.72%
	OLDER YOUTH	\$3,300	\$7,435
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	50.00%	70.83%
	DISLOCATED WORKERS	50.00%	56.16%
	OLDER YOUTH	32.00%	62.50%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.63%	47.83%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	55.00%	97.40%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	1	1	15

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 18 - Suncoast Workforce Investment Board**

LOCAL AREA NAME Region 18 Suncoast Workforce Investment Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	247
		DISLOCATED	179
		OLDER YOUTH	32
		YOUNGER YOUTH	94
ETA ASSIGNED # 12050	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	199
		DISLOCATED	103
		OLDER YOUTH	28
		YOUNGER YOUTH	39
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	69.00	78.46
	EMPLOYERS	66.00	76.62
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	68.00%	59.09%
	DISLOCATED WORKERS	78.00%	72.00%
	OLDER YOUTH	73.00%	100.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	87.50%
	DISLOCATED WORKERS	84.00%	83.33%
	OLDER YOUTH	50.00%	100.00%
	YOUNGER YOUTH	42.00%	100.00%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$798
	DISLOCATED WORKERS	95.00%	73.53%
	OLDER YOUTH	\$3,400	-\$763
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	50.00%	76.67%
	DISLOCATED WORKERS	50.00%	48.89%
	OLDER YOUTH	31.00%	62.50%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	39.00%	25.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	45.00%	68.63%
	DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")		
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	4	4	9

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 19 - Heartland Workforce Investment Board**

LOCAL AREA NAME Region 19 Heartland Workforce Investment Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	243
		DISLOCATED	71
		OLDER YOUTH	12
		YOUNGER YOUTH	315
ETA ASSIGNED # 12205	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	184
		DISLOCATED	31
		OLDER YOUTH	12
		YOUNGER YOUTH	193
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	70%	81.22%
	EMPLOYERS	69%	76.78%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	70.50%	69.05%
	DISLOCATED WORKERS	75.00%	81.25%
	OLDER YOUTH	68.00%	40.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	89.74%
	DISLOCATED WORKERS	90.00%	84.62%
	OLDER YOUTH	76.00%	100.00%
	YOUNGER YOUTH	45.00%	60.00%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,600	\$4,085
	DISLOCATED WORKERS	90.00%	120.25%
	OLDER YOUTH	\$3,600	\$5,223
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	45.00%	58.97%
	DISLOCATED WORKERS	40.00%	72.73%
	OLDER YOUTH	45.00%	28.57%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	25.00%	27.27%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	61.00%	56.46%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	3	12

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is defined as the number of performance measures above 100% of the negotiated goal.

**TABLE O - Performance PY02-03
Region 20 - Workforce Development Board of the Treasure Coast**

LOCAL AREA NAME Region 20 Workforce Development Board of the Treasure Coast	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	945
		DISLOCATED	666
		OLDER YOUTH	110
		YOUNGER YOUTH	837
ETA ASSIGNED #12210	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	441
		DISLOCATED	368
		OLDER YOUTH	63
		YOUNGER YOUTH	454
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	71%	78.67%
	EMPLOYERS	71%	77.65%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	72.28%	71.69%
	DISLOCATED WORKERS	67.00%	78.69%
	OLDER YOUTH	65.69%	70.00%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	83.90%	83.82%
	DISLOCATED WORKERS	81.82%	83.33%
	OLDER YOUTH	81.00%	89.61%
	YOUNGER YOUTH	40.00%	53.03%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$3,004
	DISLOCATED WORKERS	94.00%	88.17%
	OLDER YOUTH	\$3,200	\$3,182
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	65.57%
	DISLOCATED WORKERS	42.00%	72.73%
	OLDER YOUTH	31.00%	58.65%
	YOUNGER YOUTH	40.56%	30.56%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	ADULT		
	YOUNGER YOUTH	66.00%	80.57%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET		MET
	1		5
		EXCEEDED	
		11	

**Based on the USDOL, TEGL 8-99 of March 3, 2000, Not Met is defined as the number of performance measures less than 80% of the negotiated goal. Met is defined as the number of performance measures between 80% - 100% of the negotiated goal. Exceeded is defined as the number of performance measures above 100% of the negotiated goal.*

**TABLE O - Performance PY02-03
Region 21 - Palm Beach Co. Workforce Development Board**

LOCAL AREA NAME	TOTAL PARTICIPANTS SERVED	ADULT	DISLOCATED	OLDER YOUTH	YOUNGER YOUTH		
Region 21 Palm Beach Co. Workforce Development Board	July 1, 2002 - June 30, 2003	2506	1861	266	903		
		TOTAL EXITERS	ADULT	DISLOCATED	OLDER YOUTH	YOUNGER YOUTH	
		ETA ASSIGNED # 12075	July 1, 2002 - June 30, 2003	877	629	146	665
				NEGOTIATED	ACTUAL		
CUSTOMER SATISFACTION	PROGRAM PARTICIPANTS			78%	71.45%		
EMPLOYERS	75%			76.96%			
ENTERED EMPLOYMENT RATE	ADULT	74.00%	70.45%				
October 1, 2000 - September 30, 2001	DISLOCATED WORKERS	85.00%	79.29%				
	OLDER YOUTH	64.00%	70.91%				
	ADULTS	80.00%	82.96%				
RETENTION RATE	DISLOCATED WORKERS	84.00%	86.23%				
	OLDER YOUTH	81.00%	74.58%				
	YOUNGER YOUTH	45.00%	66.15%				
	EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO.	ADULTS	\$4,500	\$1,873			
October 1, 2000 - September 30, 2001	DISLOCATED WORKERS	93.00%	86.23%				
	OLDER YOUTH	\$3,552	\$1,909				
	CREDENTIAL/DIPLOMA RATE	ADULT	41.00%	59.02%			
October 1, 2000 - September 30, 2001	DISLOCATED WORKERS	45.00%	63.22%				
	OLDER YOUTH	35.00%	35.22%				
	July 1, 2002 - June 30, 2003	YOUNGER YOUTH	37.00%	31.87%			
SKILL ATTAINMENT RATE	YOUNGER YOUTH	60.00%	64.88%				
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")							
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED				
	2	6	9				

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

**TABLE O - Performance PY02-03
Region 22 - Broward Workforce Development Board**

LOCAL AREA NAME Region 22 Broward Workforce Development Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	815
		DISLOCATED	1564
		OLDER YOUTH	94
		YOUNGER YOUTH	283
ETA ASSIGNED # 12015	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	496
		DISLOCATED	836
		OLDER YOUTH	56
		YOUNGER YOUTH	102
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	70%	79.68%
	EMPLOYERS	70%	78.89%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	67.90%	75.65%
	DISLOCATED WORKERS	66.49%	76.59%
	OLDER YOUTH	63.00%	74.55%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.72%	83.64%
	DISLOCATED WORKERS	81.00%	89.08%
	OLDER YOUTH	81.00%	78.33%
	YOUNGER YOUTH	40.00%	69.23%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,400	\$3,414
	DISLOCATED WORKERS	95.00%	97.12%
	OLDER YOUTH	\$3,200	\$2,847
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	54.49%
	DISLOCATED WORKERS	42.00%	51.78%
	OLDER YOUTH	31.00%	54.88%
	July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	51.00%	87.44%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	3	14

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

TABLE O - Performance PY02-03
Region 23 - Jobs & Education Partnership Regional Board for Dade and Monroe Counties

LOCAL AREA NAME Region 23 Jobs & Education Partnership Regional Board for Dade and Monroe Counties	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	5779
		DISLOCATED	6912
		OLDER YOUTH	1493
		YOUNGER YOUTH	4519
ETA ASSIGNED # 12055	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	4500
		DISLOCATED	4862
		OLDER YOUTH	340
		YOUNGER YOUTH	1018
		NEGOTIATED	ACTUAL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	70%	77.20%
	EMPLOYERS	70%	80.35%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	60.00%	63.41%
	DISLOCATED WORKERS	65.00%	71.18%
	OLDER YOUTH	59.26%	59.58%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	75.00%	79.24%
	DISLOCATED WORKERS	79.00%	86.05%
	OLDER YOUTH	77.00%	79.27%
	YOUNGER YOUTH	40.00%	47.96%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,600	\$2,972.16
	DISLOCATED WORKERS	94.00%	92.63%
	OLDER YOUTH	\$3,200	\$3,081.67
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	35.00%	27.39%
	DISLOCATED WORKERS	35.00%	30.28%
	OLDER YOUTH	30.00%	8.99%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	35.00%	30.95%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	63.00%	54.98%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	2	6	9

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

**TABLE O - Performance PY02-03
Region 24 - Southwest Florida Workforce Board**

LOCAL AREA NAME Region 24 Southwest Florida Workforce Board	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	295
		DISLOCATED	288
		OLDER YOUTH	40
		YOUNGER YOUTH	498
ETA ASSIGNED # 12215	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	186
		DISLOCATED	139
		OLDER YOUTH	28
		YOUNGER YOUTH	304
		NEGOTIATED	ACTUAL PERFORMANCE
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	69%	79.41%
	EMPLOYERS	66%	78.00%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30,	ADULT	70.00%	75.14%
	DISLOCATED WORKERS	71.50%	77.24%
	OLDER YOUTH	68.77%	52.38%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	83.50%	82.23%
	DISLOCATED WORKERS	85.00%	83.04%
	OLDER YOUTH	81.00%	75.00%
	YOUNGER YOUTH	41.00%	45.24%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,550	\$2,693
	DISLOCATED WORKERS	94.00%	93.78%
	OLDER YOUTH	\$3,200	\$1,093
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	58.64%
	DISLOCATED WORKERS	42.00%	67.21%
	OLDER YOUTH	32.00%	24.49%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	41.00%	40.63%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003			
	YOUNGER YOUTH	52.00%	52.47%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (VIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE"))			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	4	5	8

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

**TABLE O - Performance
Statewide - 2003 Annual Report**

LOCAL AREA NAME STATEWIDE	TOTAL PARTICIPANTS SERVED July 1, 2002 - June 30, 2003	ADULT	19595
		DISLOCATED	22195
		OLDER YOUTH	3420
		YOUNGER YOUTH	14697
ETA ASSIGNED #	TOTAL EXITERS July 1, 2002 - June 30, 2003	ADULT	11752
		DISLOCATED	13418
		OLDER YOUTH	1431
		YOUNGER YOUTH	6534
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL
CUSTOMER SATISFACTION July 1, 2002 - June 30, 2003	PROGRAM PARTICIPANTS	71%	75.80%
	EMPLOYERS	71%	78.34%
ENTERED EMPLOYMENT RATE October 1, 2000 - September 30, 2001	ADULT	66.00%	67.74%
	DISLOCATED WORKERS	67.00%	76.59%
	OLDER YOUTH	63.00%	64.59%
RETENTION RATE October 1, 2000 - September 30, 2001	ADULTS	80.00%	82.39%
	DISLOCATED WORKERS	81.00%	87.31%
	OLDER YOUTH	81.00%	79.52%
	YOUNGER YOUTH	40.00%	58.87%
EARNINGS CHANGE/EARNINGS REPLACEMENT IN 6 MO. October 1, 2000 - September 30, 2001	ADULTS	\$3,500	\$3,308
	DISLOCATED WORKERS	94.00%	90.57%
	OLDER YOUTH	\$3,200	\$2,792
CREDENTIAL/DIPLOMA RATE October 1, 2000 - September 30, 2001	ADULT	42.00%	48.63%
	DISLOCATED WORKERS	42.00%	46.77%
	OLDER YOUTH	31.00%	36.60%
July 1, 2002 - June 30, 2003	YOUNGER YOUTH	40.00%	45.93%
SKILL ATTAINMENT RATE July 1, 2002 - June 30, 2003	YOUNGER YOUTH	63.00%	69.88%
DESCRIPTION OF OTHER STATE INDICATORS OF PERFORMANCE (WIA 136 (d)(1)(INSERT ADDITIONAL ROWS IF THERE ARE MORE THAN TWO "OTHER STATE INDICATORS OF PERFORMANCE")			
*OVERALL STATUS OF LOCAL PERFORMANCE	NOT MET	MET	EXCEEDED
	0	4	13

*Based on the USDOL, TEGL 8-99 of March 3, 2000, **Not Met** is defined as the number of performance measures less than 80% of the negotiated goal. **Met** is defined as the number of performance measures between 80% - 100% of the negotiated goal. **Exceeded** is de

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	71	78.3	6,082	32,248	7,640	79.6
Employers	71	75.8	6,834	42,101	8,552	79.9

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	67.7	6,904
			10,192
Employment Retention Rate	80	82.4	8,075
			9,801
Earnings Change in Six Month	3,500	3,308	32,422,864
			9,801
Employment and Credential Rate	42	48.6	3,390
			6,972

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	63.1	1,647	69.9	463	54.8	397	60.5	368
		2,611		662		725		608
Employment Retention Rate	81.5	1,965	84.5	638	77.1	430	82.4	403
		2,412		755		558		489
Earnings Change in Six Months	3,816	9,205,194	4,214	3,181,774	3,221	1,797,335	2,140	1,046,394
		2,412		755		558		489
Employment and Credential Rate	42.8	1,173	52.6	345	37.5	182	41.8	140
		2,743		656		485		335

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	64.8	2,695	69.7	4,209
		4,157		6,035
Employment Retention Rate	83.6	4,006	81.2	4,069
		4,792		5,009
Earnings Change in Six Months	3,962	18,988,062	2,682	13,434,802
		4,792		5,009

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67	76.6	6,381
			8,331
Employment Retention Rate	81	87.3	5,571
			6,381
Earnings Replacement in Six Months	94	90.6	72,299,884
			79,824,057
Employment and Credential Rate	42	46.8	2,400
			5,132

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	74.2	709	71.2	240	69	711	72	77
		956		337		1,030		107
Employment Retention Rate	84.1	596	81.7	196	86.1	612	79.2	61
		709		240		711		77
Earnings Replacement Rate	83.6	8,442,894	89	2,602,869	75.2	7,043,912	274.8	769,692
		10,099,886		2,926,032		9,368,000		280,113
Employment And Credential Rate	49.2	319	46	92	40.6	232	47.4	45
		648		200		572		95

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	75.9	3,895	77.7
5,132			3,199	
Employment Retention Rate	88	3,426	86.3	2,145
		3,895		2,486
Earnings Replacement Rate	92.5	44,616,723	87.7	27,683,161
		48,243,223		31,580,834

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	63
Employment Retention Rate	81	79.5	980
			691
Earnings Change in Six Months	3,200	2,792	2,426,084
			869
Credential Rate	31	36.6	474
			1,295

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	60.3	223	60	9	49.1	52	65.3	580
		370		15		106		888
Employment Retention Rate	81.7	273	72.2	13	72.6	53	78.9	563
		334		18		73		714
Earnings Change in Six Months	3,290	1,098,887	3,218	57,930	2,426	177,105	2,543	1,815,529
		334		18		73		714
Credential Rate	41	207	35.5	11	27.5	39	34.1	368
		505		31		142		1,078

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	63	69.9	15,128
			21,647
Diploma or Equivalent Attainment Rate	40	46.1	1,028
			2,228
Retention Rate	40	58.9	1,132
			1,922

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	68.2	6,721	74.4	4,108	63	2,159
		9,862		5,520		3,428
Diploma or Equivalent Attainment Rate	52.4	582	61.2	303	20.3	130
		1,110		495		639
Retention Rate	59.3	616	56.5	244	56.2	460
		1,038		432		818

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	76.4	7,790	4,089	41,713,486	2.6	182	4,087	28,218,299	64.3	1,734
		10,202		10,202		6,904		6,904		2,695
Dislocated Workers	84.3	4,859	153.6	62,330,618	3	178	5,982	38,170,741	66.3	2,389
		5,766		40,588,325		5,981		6,381		3,601
Older Youth	73.6	749	3,650	3,716,165	3.2	20	2,401	1,519,561		
		1,018		1,018		633		633		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	19,595	11,752
Dislocated Workers	22,195	13,418
Older Youth	3,420	1,431
Younger Youth	14,697	6,534

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$27,487,067.00
Local Dislocated Workers		\$25,500,719.00
Local Youth		\$34,089,478.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$7,672,788.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$5,122,355.00
Statewide Allowable Activities 134 (a) (3)	Incumbent Worker	\$2,180,419.00
	Operation Paycheck	\$2,502,370.00
	Society of the Plastics Industry	\$51,000.00
	Information Technology - Region 3	\$22,230.00
	Florida High Tech Corridor	\$250,000.00
	Florida Space Research (NASA)	\$477,000.00
	Florida Trend	\$297,026.00
	The Langley Group	\$150,000.00
	Florida Atlantic University	\$130,000.00
	First Jobs/First Wages Council Projects	\$2,581,073.00
	High Skills/High Wages Council Projects	\$5,324,223.00
Total of All Federal Spending Listed Above		\$113,837,748.00

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Escarosa Regional Workforce Development Board, Inc.	Total Participants Served	Adults	538
		Dislocated Workers	156
		Older Youth	30
		Younger Youth	331
	Total Exiters	Adults	196
		Dislocated Workers	60
		Older Youth	7
		Younger Youth	182

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	78.8	
	Employers	66	80	
Entered Employment Rate	Adults	66.3	75.9	
	Dislocated Workers	67	77.8	
	Older Youth	63	66.7	
Retention Rate	Adults	80	91.3	
	Dislocated Workers	81	89.5	
	Older Youth	81	80	
	Younger Youth	40	78.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	8,554	
	Dislocated Workers	94	115.6	
	Older Youth (\$)	3,200	6,185	
Credential / Diploma Rate	Adults	42	72.9	
	Dislocated Workers	42	68.5	
	Older Youth	31	71.4	
	Younger Youth	41	80.2	
Skill Attainment Rate	Younger Youth	62.5	90.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Okaloosa-Walton Jobs & Education Partnership, Inc.	Total Participants Served	Adults	204
		Dislocated Workers	291
		Older Youth	53
		Younger Youth	240
	Total Exiters	Adults	147
		Dislocated Workers	177
		Older Youth	33
		Younger Youth	103

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	77.5	
	Employers	67	80	
Entered Employment Rate	Adults	70	88.6	
	Dislocated Workers	69	75.8	
	Older Youth	70	72.4	
Retention Rate	Adults	83	80	
	Dislocated Workers	81	87.7	
	Older Youth	82	82.6	
	Younger Youth	45	60.71	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,692	
	Dislocated Workers	93	94.7	
	Older Youth (\$)	3,300	2,197	
Credential / Diploma Rate	Adults	45	76.3	
	Dislocated Workers	45	68.8	
	Older Youth	35	75	
	Younger Youth	40	64	
Skill Attainment Rate	Younger Youth	65	92	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Chipola Regional Workforce Dev. Planning Board Inc.	Total Participants Served	Adults	195
		Dislocated Workers	84
		Older Youth	40
		Younger Youth	376
	Total Exiters	Adults	105
		Dislocated Workers	56
		Older Youth	22
		Younger Youth	185

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	80.8
	Employers	67	80.3
Entered Employment Rate	Adults	66	74.7
	Dislocated Workers	67	67.7
	Older Youth	63	69.2
Retention Rate	Adults	80	85.4
	Dislocated Workers	81	88.6
	Older Youth	81	95.7
	Younger Youth	41	67
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,255	5,485
	Dislocated Workers	94	142.3
	Older Youth (\$)	3,200	4,771
Credential / Diploma Rate	Adults	43	66.3
	Dislocated Workers	43	52.6
	Older Youth	31	48.5
	Younger Youth	40	82.4
Skill Attainment Rate	Younger Youth	51	86.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	0	17
	Met	0	17

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Gulf Coast Workforce Development Board, Inc.	Total Participants Served	Adults	450
		Dislocated Workers	172
		Older Youth	112
		Younger Youth	525
	Total Exiters	Adults	288
		Dislocated Workers	89
		Older Youth	61
		Younger Youth	190

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	81.1
	Employers	71	82.4
Entered Employment Rate	Adults	66	86.6
	Dislocated Workers	67	79.4
	Older Youth	63	78
Retention Rate	Adults	80	85.1
	Dislocated Workers	81	87.7
	Older Youth	81	72.4
	Younger Youth	40	87.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	5,201
	Dislocated Workers	94	108.1
	Older Youth (\$)	3,200	2,974
Credential / Diploma Rate	Adults	42	64.1
	Dislocated Workers	42	62.6
	Older Youth	31	69.4
	Younger Youth	40	94.5
Skill Attainment Rate	Younger Youth	63	85.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Big Bend Jobs and Education Council, Inc.	Total Participants Served	Adults	276
		Dislocated Workers	400
		Older Youth	78
		Younger Youth	376
	Total Exiters	Adults	133
		Dislocated Workers	240
		Older Youth	12
		Younger Youth	35

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	75	
	Employers	66	77.4	
Entered Employment Rate	Adults	71.5	74.5	
	Dislocated Workers	70.5	80.2	
	Older Youth	66.5	65.5	
Retention Rate	Adults	80	82.6	
	Dislocated Workers	86	89.9	
	Older Youth	81	80.8	
	Younger Youth	42	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	4,657	
	Dislocated Workers	94	102.5	
	Older Youth (\$)	3,700	5,543	
Credential / Diploma Rate	Adults	42	58.5	
	Dislocated Workers	42	28.8	
	Older Youth	32	31.6	
	Younger Youth	40	75	
Skill Attainment Rate	Younger Youth	78	84.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	3	13

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: North Florida Workforce Development Board	Total Participants Served	Adults	125
		Dislocated Workers	82
		Older Youth	20
		Younger Youth	151
	Total Exiters	Adults	90
		Dislocated Workers	65
		Older Youth	10
		Younger Youth	85

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	71.2	
	Employers	71	79.9	
Entered Employment Rate	Adults	66	64	
	Dislocated Workers	68.8	72.5	
	Older Youth	63	64.3	
Retention Rate	Adults	79	84.1	
	Dislocated Workers	81	84	
	Older Youth	81	81	
	Younger Youth	40	51.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	2,661	
	Dislocated Workers	94	86.7	
	Older Youth (\$)	3,200	3,356	
Credential / Diploma Rate	Adults	42	62.1	
	Dislocated Workers	41	63.3	
	Older Youth	31	55.2	
	Younger Youth	40	73.5	
Skill Attainment Rate	Younger Youth	66	39.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	12

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Florida Crown Workforce Development Board, Inc.	Total Participants Served	Adults	109
		Dislocated Workers	136
		Older Youth	26
		Younger Youth	195
	Total Exiters	Adults	53
		Dislocated Workers	80
		Older Youth	11
		Younger Youth	123

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	79.6	
	Employers	66	79.6	
Entered Employment Rate	Adults	66	44.4	
	Dislocated Workers	67	68.8	
	Older Youth	63	0	
Retention Rate	Adults	80	89.8	
	Dislocated Workers	81	100	
	Older Youth	81	100	
	Younger Youth	40	40	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	4,312	
	Dislocated Workers	93	83.1	
	Older Youth (\$)	3,200	4,962	
Credential / Diploma Rate	Adults	45	39.3	
	Dislocated Workers	42	51.2	
	Older Youth	31	62.5	
	Younger Youth	40	26.7	
Skill Attainment Rate	Younger Youth	56	50.73	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	4	11

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: First Coast Workforce Development, Inc.	Total Participants Served	Adults	1,563
		Dislocated Workers	1,273
		Older Youth	141
		Younger Youth	652
	Total Exiters	Adults	870
		Dislocated Workers	684
		Older Youth	71
		Younger Youth	243

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69.5	75.1	
	Employers	66.5	77.5	
Entered Employment Rate	Adults	66	71.3	
	Dislocated Workers	69.5	79.6	
	Older Youth	67	63.4	
Retention Rate	Adults	83.5	92.1	
	Dislocated Workers	84.5	90.6	
	Older Youth	82.5	81.4	
	Younger Youth	45.5	65	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	5,529	
	Dislocated Workers	94	94.1	
	Older Youth (\$)	3,200	2,178	
Credential / Diploma Rate	Adults	42	69.9	
	Dislocated Workers	42	41.8	
	Older Youth	31	51.6	
	Younger Youth	56.5	70.6	
Skill Attainment Rate	Younger Youth	55.4	80.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	3	13

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Alachua/Bradford Jobs & Education Partnership	Total Participants Served	Adults	259
		Dislocated Workers	91
		Older Youth	18
		Younger Youth	279
	Total Exiters	Adults	105
		Dislocated Workers	33
		Older Youth	8
		Younger Youth	117

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	81.5	
	Employers	71	71.3	
Entered Employment Rate	Adults	66	85	
	Dislocated Workers	67	92	
	Older Youth	63	50	
Retention Rate	Adults	80	86.2	
	Dislocated Workers	81	91.3	
	Older Youth	81.5	100	
	Younger Youth	40	84.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	5,505	
	Dislocated Workers	93.5	121.7	
	Older Youth (\$)	3,100	18,431	
Credential / Diploma Rate	Adults	42	75.5	
	Dislocated Workers	42	64.3	
	Older Youth	31	50	
	Younger Youth	40	80	
Skill Attainment Rate	Younger Youth	63	79.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Citrus, Levy, Marion Regional Workforce Development Board	Total Participants Served	Adults	349
		Dislocated Workers	127
		Older Youth	108
		Younger Youth	411
	Total Exiters	Adults	120
		Dislocated Workers	42
		Older Youth	32
		Younger Youth	90

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	80.4	
	Employers	66	77.9	
Entered Employment Rate	Adults	65.5	71.4	
	Dislocated Workers	67	88.9	
	Older Youth	63	80	
Retention Rate	Adults	80	83.3	
	Dislocated Workers	81	90	
	Older Youth	81	80	
	Younger Youth	40	65	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	4,586	
	Dislocated Workers	94	96.9	
	Older Youth (\$)	3,100	3,447	
Credential / Diploma Rate	Adults	42	65	
	Dislocated Workers	42	84.1	
	Older Youth	31	50	
	Younger Youth	40	66.7	
Skill Attainment Rate	Younger Youth	57.2	83.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: WORKFORCE CENTRAL FLORIDA	Total Participants Served	Adults	892
		Dislocated Workers	1,315
		Older Youth	93
		Younger Youth	696
	Total Exiters	Adults	374
		Dislocated Workers	636
		Older Youth	62
		Younger Youth	555

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	71.8	
	Employers	69	76.6	
Entered Employment Rate	Adults	69.2	78.8	
	Dislocated Workers	67	84.4	
	Older Youth	63	66.7	
Retention Rate	Adults	80	82.7	
	Dislocated Workers	81	87.6	
	Older Youth	82	100	
	Younger Youth	40	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	2,527	
	Dislocated Workers	94	90.6	
	Older Youth (\$)	3,200	3,664	
Credential / Diploma Rate	Adults	41	65	
	Dislocated Workers	41	58.8	
	Older Youth	31	33.3	
	Younger Youth	40	64.5	
Skill Attainment Rate	Younger Youth	63	84.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Development Board of Flagler and Volusia Counties, Inc.	Total Participants Served	Adults	840
		Dislocated Workers	607
		Older Youth	81
		Younger Youth	254
	Total Exiters	Adults	680
		Dislocated Workers	538
		Older Youth	67
		Younger Youth	221

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	73.3
	Employers	70	78.8
Entered Employment Rate	Adults	69	85.2
	Dislocated Workers	67	75.8
	Older Youth	53.6	55
Retention Rate	Adults	80	88.7
	Dislocated Workers	85.9	88.8
	Older Youth	81	81.5
	Younger Youth	40	54
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	1,606
	Dislocated Workers	95	80.6
	Older Youth (\$)	2,500	2,388
Credential / Diploma Rate	Adults	43	81.9
	Dislocated Workers	41	48.9
	Older Youth	31	44
	Younger Youth	42	13
Skill Attainment Rate	Younger Youth	60.8	76.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		2	3
		Exceeded	12

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Brevard Workforce Development Board	Total Participants Served	Adults	355
		Dislocated Workers	372
		Older Youth	31
		Younger Youth	109
	Total Exiters	Adults	202
		Dislocated Workers	202
		Older Youth	27
		Younger Youth	90

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	69.8
	Employers	66	83.5
Entered Employment Rate	Adults	66	70.6
	Dislocated Workers	67	78.8
	Older Youth	63	65.8
Retention Rate	Adults	80	85.6
	Dislocated Workers	81	86.2
	Older Youth	81	91.4
	Younger Youth	40	48.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	3,530
	Dislocated Workers	93.5	89.4
	Older Youth (\$)	3,200	2,927
Credential / Diploma Rate	Adults	41.5	36.8
	Dislocated Workers	41.5	43.3
	Older Youth	31.5	30.8
	Younger Youth	37	46.2
Skill Attainment Rate	Younger Youth	63	88.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	13

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: WorkNet Pinellas	Total Participants Served	Adults	522
		Dislocated Workers	1,316
		Older Youth	44
		Younger Youth	293
	Total Exiters	Adults	93
		Dislocated Workers	896
		Older Youth	30
		Younger Youth	120

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	68.2	
	Employers	67	72	
Entered Employment Rate	Adults	67	54.6	
	Dislocated Workers	67	85.8	
	Older Youth	49	52	
Retention Rate	Adults	81	84.1	
	Dislocated Workers	83.5	91.6	
	Older Youth	81.3	73.7	
	Younger Youth	41	56.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,571	
	Dislocated Workers	94	87.2	
	Older Youth (\$)	3,200	932	
Credential / Diploma Rate	Adults	42	17.9	
	Dislocated Workers	42	57.8	
	Older Youth	32	25	
	Younger Youth	40	31	
Skill Attainment Rate	Younger Youth	55.5	75.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	4	8

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Hillsborough County Workforce Board Inc.	Total Participants Served	Adults	640
		Dislocated Workers	1,335
		Older Youth	323
		Younger Youth	961
	Total Exiters	Adults	399
		Dislocated Workers	1,128
		Older Youth	198
		Younger Youth	499

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	74.2	
	Employers	66	78.8	
Entered Employment Rate	Adults	66	67.6	
	Dislocated Workers	67	85.6	
	Older Youth	63	60	
Retention Rate	Adults	80.1	76.1	
	Dislocated Workers	81	88.9	
	Older Youth	74	76.7	
	Younger Youth	40	54.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	3,231	
	Dislocated Workers	94	84.4	
	Older Youth (\$)	3,200	2,444	
Credential / Diploma Rate	Adults	42	39.8	
	Dislocated Workers	42	51	
	Older Youth	31	19	
	Younger Youth	40	36.1	
Skill Attainment Rate	Younger Youth	52	59.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Pasco-Hernando Jobs and Education Partnership Regional Board, Inc.	Total Participants Served	Adults	376
		Dislocated Workers	301
		Older Youth	41
		Younger Youth	263
	Total Exiters	Adults	281
		Dislocated Workers	204
		Older Youth	25
		Younger Youth	124

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68.3	72.3	
	Employers	65.5	80	
Entered Employment Rate	Adults	70.5	78.5	
	Dislocated Workers	70	78	
	Older Youth	66	100	
Retention Rate	Adults	81	77.8	
	Dislocated Workers	85	87.4	
	Older Youth	81	66.7	
	Younger Youth	40	69	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	6,204	
	Dislocated Workers	93	95	
	Older Youth (\$)	3,200	5,369	
Credential / Diploma Rate	Adults	41.3	48.5	
	Dislocated Workers	41.3	54.8	
	Older Youth	31	28.6	
	Younger Youth	45	11.4	
Skill Attainment Rate	Younger Youth	63	72.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	3	13

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Polk County Workforce Development Board	Total Participants Served	Adults	978
		Dislocated Workers	382
		Older Youth	13
		Younger Youth	351
	Total Exiters	Adults	720
		Dislocated Workers	202
		Older Youth	9
		Younger Youth	213

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	77.9
	Employers	70	78.9
Entered Employment Rate	Adults	71	82.3
	Dislocated Workers	75	79.8
	Older Youth	70	50
Retention Rate	Adults	83	87.1
	Dislocated Workers	84	88.5
	Older Youth	82	100
	Younger Youth	41	54.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	4,662
	Dislocated Workers	95	88.7
	Older Youth (\$)	3,300	7,435
Credential / Diploma Rate	Adults	50	70.8
	Dislocated Workers	50	56.2
	Older Youth	32	62.5
	Younger Youth	40.6	47.8
Skill Attainment Rate	Younger Youth	55	97.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	15

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Suncoast Workforce Development Board, Inc.	Total Participants Served	Adults	247
		Dislocated Workers	179
		Older Youth	32
		Younger Youth	94
	Total Exiters	Adults	199
		Dislocated Workers	103
		Older Youth	28
		Younger Youth	39

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	78.5
	Employers	66	76.6
Entered Employment Rate	Adults	68	59.1
	Dislocated Workers	78	72
	Older Youth	73	100
Retention Rate	Adults	80	87.5
	Dislocated Workers	84	83.3
	Older Youth	50	100
	Younger Youth	42	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	798
	Dislocated Workers	95	73.5
	Older Youth (\$)	3,400	-763
Credential / Diploma Rate	Adults	50	76.7
	Dislocated Workers	50	48.9
	Older Youth	31	62.5
	Younger Youth	39	25
Skill Attainment Rate	Younger Youth	45	68.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4	4	9

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Heartland Workforce Investment Board Inc.	Total Participants Served	Adults	243
		Dislocated Workers	71
		Older Youth	12
		Younger Youth	315
	Total Exiters	Adults	184
		Dislocated Workers	31
		Older Youth	12
		Younger Youth	193

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81.2
	Employers	69	76.8
Entered Employment Rate	Adults	70.5	69.1
	Dislocated Workers	75	81.3
	Older Youth	68	40
Retention Rate	Adults	80	89.7
	Dislocated Workers	90	84.6
	Older Youth	76	100
	Younger Youth	45	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	4,085
	Dislocated Workers	90	120.3
	Older Youth (\$)	3,600	5,223
Credential / Diploma Rate	Adults	45	59
	Dislocated Workers	40	72.7
	Older Youth	45	28.6
	Younger Youth	25	27.3
Skill Attainment Rate	Younger Youth	61	56.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	3	12

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Dev. Board of the Treasure Coast	Total Participants Served	Adults	945
		Dislocated Workers	666
		Older Youth	110
		Younger Youth	837
	Total Exiters	Adults	441
		Dislocated Workers	368
		Older Youth	63
		Younger Youth	454

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	78.7	
	Employers	71	77.7	
Entered Employment Rate	Adults	72.3	71.7	
	Dislocated Workers	67	78.7	
	Older Youth	65.7	70	
Retention Rate	Adults	83.9	83.8	
	Dislocated Workers	81.8	83.3	
	Older Youth	81	89.6	
	Younger Youth	40	53	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	3,004	
	Dislocated Workers	94	88.2	
	Older Youth (\$)	3,200	3,182	
Credential / Diploma Rate	Adults	42	65.6	
	Dislocated Workers	42	72.7	
	Older Youth	31	58.7	
	Younger Youth	40.6	30.6	
Skill Attainment Rate	Younger Youth	66	80.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	11

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Palm Beach County Workforce Development Board, Inc.	Total Participants Served	Adults	2,506
		Dislocated Workers	1,861
		Older Youth	266
		Younger Youth	903
	Total Exiters	Adults	877
		Dislocated Workers	629
		Older Youth	146
		Younger Youth	665

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78	71.5	
	Employers	75	77	
Entered Employment Rate	Adults	74	70.5	
	Dislocated Workers	85	79.3	
	Older Youth	64	70.9	
Retention Rate	Adults	80	83	
	Dislocated Workers	84	86.2	
	Older Youth	81	74.6	
	Younger Youth	45	66.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	1,873	
	Dislocated Workers	93	86.2	
	Older Youth (\$)	3,552	1,909	
Credential / Diploma Rate	Adults	41	59	
	Dislocated Workers	45	63.2	
	Older Youth	35	35.2	
	Younger Youth	37	31.9	
Skill Attainment Rate	Younger Youth	60	64.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Broward Workforce Development Board	Total Participants Served	Adults	815
		Dislocated Workers	1,564
		Older Youth	94
		Younger Youth	283
	Total Exiters	Adults	496
		Dislocated Workers	836
		Older Youth	56
		Younger Youth	102

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	79.7	
	Employers	70	78.9	
Entered Employment Rate	Adults	67.9	75.7	
	Dislocated Workers	66.5	76.6	
	Older Youth	63	74.6	
Retention Rate	Adults	80.7	83.6	
	Dislocated Workers	81	89.1	
	Older Youth	81	78.3	
	Younger Youth	40	69.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	3,414	
	Dislocated Workers	95	97.1	
	Older Youth (\$)	3,200	2,847	
Credential / Diploma Rate	Adults	42	54.5	
	Dislocated Workers	42	51.8	
	Older Youth	31	54.9	
	Younger Youth	40	40	
Skill Attainment Rate	Younger Youth	51	87.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Miami-Dade & Monroe County JEP	Total Participants Served	Adults	5,779
		Dislocated Workers	6,912
		Older Youth	1,493
		Younger Youth	4,519
	Total Exiters	Adults	4,500
		Dislocated Workers	4,862
		Older Youth	340
		Younger Youth	1,018

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	77.2
	Employers	70	80.4
Entered Employment Rate	Adults	60	63.4
	Dislocated Workers	65	71.2
	Older Youth	59.3	59.6
Retention Rate	Adults	75	79.2
	Dislocated Workers	79	86.1
	Older Youth	77	79.3
	Younger Youth	40	48
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,972
	Dislocated Workers	94	92.6
	Older Youth (\$)	3,200	3,082
Credential / Diploma Rate	Adults	35	27.4
	Dislocated Workers	35	30.3
	Older Youth	30	9
	Younger Youth	35	31
Skill Attainment Rate	Younger Youth	63	55
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	6	9

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southwest Florida Workforce Development Board, Inc	Total Participants Served	Adults	295
		Dislocated Workers	288
		Older Youth	40
		Younger Youth	498
	Total Exiters	Adults	186
		Dislocated Workers	139
		Older Youth	28
		Younger Youth	304

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	79.4	
	Employers	66	78	
Entered Employment Rate	Adults	70	75.1	
	Dislocated Workers	71.5	77.2	
	Older Youth	68.8	52.4	
Retention Rate	Adults	83.5	82.2	
	Dislocated Workers	85	83	
	Older Youth	81	75	
	Younger Youth	41	45.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,550	2,693	
	Dislocated Workers	94	93.8	
	Older Youth (\$)	3,200	1,093	
Credential / Diploma Rate	Adults	42	58.6	
	Dislocated Workers	42	67.2	
	Older Youth	32	24.5	
	Younger Youth	41	40.6	
Skill Attainment Rate	Younger Youth	52	52.5	
Description of Other State Indicators of Performance				
53				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	5	8



Appendix B

Regional Workforce Board Programs PY 2002-2003

www.workforceflorida.com

DIRECTORY OF REGIONAL WORKFORCE BOARDS

WORKFORCE REGION Counties/Board Name	BOARD CHAIR	BOARD STAFF /EXECUTIVE DIRECTORS
<p>1 Escambia, Santa Rosa</p> <p>Workforce Escarosa, Inc.</p> <p>www.escarosa.org</p>	<p>Debbie Wiggins Embry Riddle Aeronautical University 1149 Creighton Road, Suite 5 Pensacola, FL 32504 Tel: (850) 475-3633 Fax: (850) 475-3631 Escarosa@Bellsouth.net</p>	<p>Edward J. LeBrun, Jr., Executive Director Workforce Escarosa, Inc. 9111 Sturdevant Drive Pensacola, FL 32514 Phone (850) 473-0939 Fax (850) 473-0935 elebrun@escarosa.org</p>
<p>2 Okaloosa, Walton</p> <p>Workforce Development Board of Okaloosa and Walton Counties</p> <p>www.jobspusonestop.com</p>	<p>Mr. Robert Dobson Gulf Power 1226 Circle Drive DeFuniak Springs, FL 32433 Phone: 850-892-2412 850-505-5121 (Fax) rpdobson@southernco.com</p>	<p>Mary Lou Reed, Executive Director Workforce Development Board of Okaloosa and Walton Counties 109 Eighth Avenue Shalimar, FL 32579 Phone (850) 651-2315 or (850) 651-8623 Fax (850) 651-3165 mlreed@jobsplus02.com</p>
<p>3 Calhoun, Holmes, Jackson, Liberty, Washington</p> <p>Chipola Regional Workforce Development Board, Inc.</p> <p>www.state.fl.us/workforce3</p>	<p>Johnny Eubanks, Chairman Chipola Regional Workforce Development Board, Inc. Post Office Box 454 Bristol, FL 32321 Phone: (850) 643-3333 Fax: (850) 643-3334 ibe@gtcom.net</p>	<p>Richard Williams, Executive Director Chipola Regional Workforce Development Board, Inc. P. O. Box 947 1096 Hwy. 90 Chipley, FL 32428 Phone: (850) 638-6080 Fax: (850) 638-3093 richardw@jep3.state.fl.us</p>
<p>4 Bay, Franklin, Gulf</p> <p>Gulf Coast Workforce Board</p> <p>www.workforcecenter.org</p>	<p>Randi Turpin, Chairman Adecco Employment Services 625 Highway 231, Suite A Panama City, FL 32405 Phone (850) 913-3285 Fax (850) 913-3269</p>	<p>Kimberly L. Shoemaker, Exec Director Gulf Coast Workforce Board 5230 West U S Highway 98 Panama City, FL 32401 Phone (850) 913-3285 Fax (850) 913-3269 kshoemaker@gulfcoast.edu</p>
<p>5 Gadsden, Leon, Wakulla</p> <p>Workforce Plus</p> <p>www.workforceplus.org</p>	<p>Captain Robert E. Barkley, Chairman Workforce Plus 325 John Knox Road, Bldg. F-140 Tallahassee, FL 32303 Phone (850) 414-6085 Fax (850) 410-2595 wfplus@wfplus.org</p>	<p>Robert W. Bodine, CEO Workforce Plus 325 John Knox Road, Bldg. F-140 Tallahassee, FL 32303 Phone (850) 414-6085/Ext. 210 Fax (850) 410-2595 bob.bodine@wfplus.org</p>

DIRECTORY OF REGIONAL WORKFORCE BOARDS

WORKFORCE REGION Counties/Board Name	BOARD CHAIR	BOARD STAFF /EXECUTIVE DIRECTORS
<p>6 Hamilton, Jefferson, Lafayette, Madison, Suwannee, Taylor North Florida Workforce Development Board www.nfwdb.org</p>	<p>Mike Reichman, Chairman North Florida Workforce Development Board, Inc. PO Box 267 Madison, FL 32341 850/973-2672 Deming@nfwdb.org</p>	<p>William M. Deming, Executive Director North Florida Workforce Development Board 400 W. Base Street, 2nd Floor P.O. Box 267 Madison, FL 32341 Phone (850) 973-2672 Fax (850) 973-6497 Deming@nfwdb.org</p>
<p>7 Columbia, Dixie, Gilchrist, Union Florida Crown Workforce Development Board www.flcrown.org</p>	<p>Ralph Tyre, Owner R & R Citgo P.O. Box 235 Old Town, FL 32680 Phone (352) 542-7783 Fxa (352) 542-1945 rtyre@inetw.net</p>	<p>Bob Bush, Executive Director Florida Crown Workforce Development Board 840 SW Main Blvd., Suite 102 Lake City, FL 32025 Phone (386) 752-5713 Fax (386) 752-6461 rbbush@flcrown.org</p>
<p>8 Baker, Clay, Duval, Nassau, Putnam, St. Johns First Coast Workforce Development, Inc. www.firstcoastjob.org</p>	<p>Mr. John (Jake) J. Schickel, Esq. Coker, Myers, Schickel, Soreson, Higginbotham & Green, PA P.O. Box 1860 136 E. Bay Street Jacksonville, FL 32202 Phone: 904-356-6071 Fax: 904-353-2425 Email: jschickel@cokerlaw.com</p>	<p>Bruce Ferguson, President & CEO First Coast Workforce Development, Inc. 2141 Loch Rane Boulevard, Suite 107 Orange Park, FL 32073 Phone 904/213-3800 Direct Number: 213-3800 x-2003 Fax (904) 272-8927 BFerguson@worksourcefl.com</p>
<p>9 Alachua, Bradford Alachua/Bradford Regional Workforce Development</p>	<p>Mr. Pat Farnsworth Douglas, Douglas & Farnsworth P.O. Box 996 Starke, FL 32091 Ph: 904-964-7404 Fax: 904-964-6583 pfarnsworth@ddfcpa.com</p>	<p>Rachel Bishop-Cook, President BCN Associates, Inc. 408 W. University Ave, 6th Floor Gainesville, FL 32601 Phone (352) 334-4088 ext. 101 Fax (352) 377-4252 rbishopcook@bcnassociates.com</p>
<p>10 Citrus, Levy, Marion CLMWorks www.clmworkforce.com/</p>	<p>Jack Reynolds, Chair Homosassa Springs Bank Mail : P.O. Box 3599 4325 South Suncosat Blvd. Homosassa Springs, FL 34447-3599 Phone : 352-628-3812 Fax : 352-628-5757 732-1718 hsbmtg@brannenbanks.com</p>	<p>Thomas Skinner, Executive Vice President The Cascades 1515 E. Silver Springs Blvd., Ste. 200 Ocala, FL 34470 Phone (352) 732-1355 ext. 204 Fax (352) 732-1718 Tskinner@clmworkforce.com</p>

DIRECTORY OF REGIONAL WORKFORCE BOARDS

WORKFORCE REGION Counties/Board Name	BOARD CHAIR	BOARD STAFF /EXECUTIVE DIRECTORS
<p>11 Flagler, Volusia</p> <p>Workforce Development Board of Flagler and Volusia Counties, Inc.</p> <p>www.wdb-fvc.org</p>	<p>Mr. Paul Clare, Board Chair 390 John Anderson Drive Ormond Beach, FL. 32176 Phone (386) 676-9122 clarep@bellsouth.net</p>	<p>Rick Fraser, President Workforce Development Board of Flagler & Volusia Counties, Inc. 1901 Mason Avenue, Suite 110 Daytona Beach, FL 32117 Phone (386) 274-3854 Fax (386) 274-3864 rickfraser@wdb-fvc.org</p>
<p>12 Orange, Osceola, Seminole, Lake, Sumter</p> <p>Central Florida RWDB, Inc.</p> <p>www.workforcecentral.org</p>	<p>Alex Ogilvie, III, Chair WCF SunTrust Bank, Manager 1801 Lee Road, Ste. 270 Winter Park, FL 32789 Phone: (407) 741-4365 Fax: (407) 741-4394 WCF@mail.workforcecentral.org</p>	<p>Gary J. Earl, President/CEO Central Florida RWDB, Inc. 1801 Lee Road, Suite 270 Winter Park, FL 32789 Phone: (407) 741-4365 Fax (407) 741-4376 gearl@workforcecentral.org</p>
<p>13 Brevard</p> <p>Brevard Workforce Development Board, Inc.</p> <p>www.brevardjoblink.net</p>	<p>Michael Butchko, President Space Gateway Support P.O. Box 21237, M/C SGS-6380 Kennedy Space Center, FL 32815-0237 Phone (321) 853-5811 Fax (321) 476-2032 sakins@job-link.net</p>	<p>Linda H. South, Executive Director 597 Haverty Court, Suite 40 Rockledge, FL 32955 Phone (321) 504-2060 Fax (321) 504-2065 Lsouth@job-link.net or Bette Miller: assistant bmiller@job-link.net</p>
<p>14 Pinellas</p> <p>WorkNet Pinellas</p> <p>www.jobs.co.pinellas.fl.us</p>	<p>Craig Brethauer, Vice President Team Resources BayCare Health System 500 9th Street North, Suite 300 St. Petersburg FL 33705 Ph. 727 825-1652 fax: 727 825-1347 brethac@baycare.org</p>	<p>Ed Peachey, Executive Director WorkNet Pinellas 4525 140th Avenue North, Suite 906 Clearwater, FL 33762 Phone (727) 524-4344 X3008 Fax (727) 524-4350 epeachey@co.pinellas.fl.us Janet Pflum, Assistant (727) 524-4344 X3008 jpflum@co.pinellas.fl.us</p>
<p>15 Hillsborough</p> <p>Tampa Bay Workforce Alliance, Inc.</p> <p>Tampabayworkforcealliance.com</p>	<p>Simone Gans-Barefield, President/CEO Gans, Gans & Associates 4129 East Fowler Avenue Tampa, FL33607 Phone (813) 971-6501 Fax (813) 971-6966 simone@gansgans.com</p>	<p>Renee Benton, Executive Director Tampa Bay Workforce Alliance, Inc. 5701 E. Hillsborough Avenue, Ste. 1419 Tampa, FL 33610 Ph: (813) 740-4680 Fax: (813) 740-4693or (813) 740-4694 bentonr@workforcetampa.com</p>

DIRECTORY OF REGIONAL WORKFORCE BOARDS

WORKFORCE REGION Counties/Board Name	BOARD CHAIR	BOARD STAFF /EXECUTIVE DIRECTORS
<p>16 Hernando, Pasco</p> <p>Pasco-Hernando Counties RWDB, Inc.</p> <p>www.pasco-hernando.com</p>	<p>Roxane Coon- Chair 12622 Elgin Blvd. Spring Hill, FL 34609 Phone 352-544-4054 Fax 352-544-0994 Email rcoon@cbfamilies.org</p>	<p>Lee Ellzey Post Office Box 15790 (Mail Only) 15588 Aviation Loop Drive (Fed-Ex) Brooksville, FL 34604 Phone (352) 797-5781 Fax (352) 797-5785 For overnight mail, use: 15588 Aviation Loop Drive Brooksville, FL 34609 lee@pasco-hernando.com</p>
<p>17 Polk</p> <p>Polk County Workforce Development Board, Inc.</p> <p>www.workforce.polkworks.org</p>	<p>Neal A. Branch, Chair Sun America Securities 175 5th Street SW, Suite 201 Winter Haven, FL 33880 Phone: 863-299-8872 Fax: 863-299-5481 NABranch@msn.com</p>	<p>Nancy P. Thompson, Executive Director Polk County WFD Board, Inc. 205 East Main Street, Suite 107 Bartow, FL 33830 Phone (863) 519-0100 x-13 Cell: (863) 944-4537 Fax (863) 534-8501 nancy_thompson@polkworks.org</p>
<p>18 Manatee, Sarasota</p> <p>Suncoast Workforce Development Board, Inc.</p> <p>www.SWDB.org</p>	<p>Dale Vollrath, Chairman SWB TRC Staffing Services, Owner 5321 Fruitville Road Sarasota, FL 34232 Phone: (941) 371-3339 Fax: (941) 355-6978 e-mail: dvollrath@trcsarasota.com</p>	<p>Mary Helen Kress, Executive Director Suncoast Workforce Board 1750 17th Street, Bldg. J-2 Sarasota, FL 34234 Phone (941) 361-6090 x-104 Fax (941) 361-6141 MHKress@swdb.org</p>
<p>19 DeSoto, Hardee, Highlands</p> <p>Heartland Workforce Investment Board, Inc.</p> <p>www.heartland-workforce.org</p>	<p>Donald E. Samuels, Chair Peace River Electric PO Box 1233 Wauchula, FL 33873 Phone (863) 773-4116 x610 Fax: (863) 773-6683 Donald.Samuels@preco.org</p>	<p>Carol Brown, Interim Director Heartland Workforce Investment Board, Inc. 3200 US 27 South, Suite 301, Sebring, Florida 33870 Phone 863-385-0843 Fax 863-382-9067 cbrown@heartland-workforce.org</p>
<p>20 Indian River, Martin, Okeechobee, St. Lucie</p> <p>Workforce Development Board of the Treasure Coast</p> <p>www.tcjob.org/</p>	<p>Dr. William Dannahower, Owner/VP William Dannahower Properties 809 S. Indian River Drive Fort Pierce, FL 34949 Phone 772-461-3540 Fax 772-461-3540 (call) No e-mail To send a fax call 772-461-3540 to make arrangements</p>	<p>Gwenda Thompson, Executive Director Workforce Development Board of the Treasure Coast 9350 South U.S. 1 Port St. Lucie, FL 34952 Phone (772) 335-3030 Fax (772) 335-0677 gthompson@tcjobs.org</p>

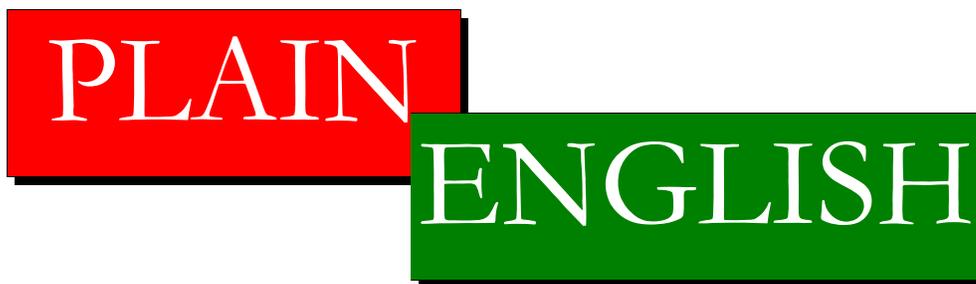
DIRECTORY OF REGIONAL WORKFORCE BOARDS

WORKFORCE REGION Counties/Board Name	BOARD CHAIR	BOARD STAFF /EXECUTIVE DIRECTORS
<p>21 Palm Beach</p> <p>Palm Beach County Workforce Development Board, Inc. www.pbcworks.com</p>	<p>J. Max Davis, Chairman Max Davis Associates 11046 Oakway Circle Palm Beach Gardens, FL 33410 Phone: (561) 627-1984 Cell: (561) 662-4851 Fax: (561) 6 27-0359 perfectgrans2@cs.com</p>	<p>Kenneth E. Montgomery, President/CEO Palm Beach County Workforce Development Board, Inc. 2051 Martin Luther King, Jr. Blvd. Suite 302 Riviera Beach, FL 33404 Phone (561) 841-0200 Fax (561) 841-0280 Kmontgomery@pbcworks.com</p>
<p>22 Broward</p> <p>Workforce One www.broward-workforce.org/</p>	<p>Michael Carn, President The Databridge Corporation 3800 Inverrary Blvd, Suite 400 Lauderhill, FL 33319 Phone (954) 535-2300 Fax (954) 535-2301 No email</p>	<p>Mason C. Jackson, President/CEO Workforce One 3800 Inverrary Blvd., Suite 400 Lauderhill, FL 33319 Phone (954) 535-2300 or Mason direct (954) 535-2345 Fax (954) 535-2346 Masonjacks@broward-workforce.org</p>
<p>23 Dade, Monroe</p> <p>South Florida Workforce Board Regional Board for Dade and Monroe Counties</p> <p>www.southfloridaworkforce.com</p>	<p>Willie Ivory, Board Chair Turnberry Associates 19501 Biscayne Blvd. Suite 400 Aventure, FL 33180 Phone (305) 937-6200 Fax (305) 933-5511 Ivoryw@turnberry.com</p>	<p>Harriet Spivak, Executive Director Miami Airport Corporate Center 7300 Corporate Center Drive, Suite 500 Miami, FL 33126-1234 Phone (305) 594-7615 x-231 Fax (305) 593-5632 HSpivak@southfloridaworkforce.com.</p>
<p>24 Charlotte, Collier, Glades, Hendry, Lee</p> <p>Southwest Florida Workforce Development Board</p>	<p>Steve Personette, President Southwest Florida Workforce Development Board, Inc. 24311 Walden Center Drive, Suite 200 Bonita Springs, FL 34134 Phone: (239) 992-8000 Fax (239) 948-3359 ipaterno@sfwdb.org</p>	<p>Joseph Paterno, Executive Director Southwest Florida Workforce Development Board, Inc. 24311 Walden Center Drive, Suite 200 Bonita Springs, FL 34134 1.866.992.8463 Phone: (239) 992-8000 Fax (239) 948-3359 ipaterno@sfwdb.org</p>



2003 Year-End Comparison “Plain English” Key Indicators Report

The “Red and Green” short-term outcome measures have served as a useful analytic tool for assessing comparative performance, trend lines, diagnostic early warnings, predictors of long term results, and application of common measures for multiple related programs, including WIA, Welfare Transition/TANF, and Wagner-Peyser. However the technical terms and definitions used in the “Red and Green” reports which are completely understandable to workforce professionals are often obscure and non-user-friendly to volunteer board members, community partners, legislators and the rest of the world who are not familiar with the technical definitions of Entered Employment Rate, New Hire Involvement Rate, or even Wagner-Peyser. The 2003 Year End Comparison “Plain English” version of the short term measures are attached. The attached Plain English Key Indicators Report compares Average Statewide outcomes to the Regions actual outcomes. The comparisons are simplified by asking sets of simple questions about services provided, customer satisfaction, jobs obtained and earnings.





2003 Year-End Comparison

Regional Workforce Board # 1

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	1	+/- or percent of total
23.27%	29.29%	6.02%
25.91%	24.15%	-1.76%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	80.04	1.70
75.80	78.79	2.99
73.99	73.38	-0.61

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	20.32%	-6.81%
28,708	646	2%
14.94%	14.15%	-0.79%
66.92%	86.96%	20.04%
5,278	60	1.14%
67.95%	100.00%	32.05%
8,067	53	0.66%
39.11%	40.59%	1.48%
410,431	12,016	2.93%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.39	(\$0.90)
69.56%	65.27%	-4.29%
\$11.19	\$13.19	\$2.00
106.77%	134.76%	27.99%
\$12.98	\$11.36	(\$1.62)
123.86%	116.01%	-7.84%
\$9.55	\$8.60	(\$0.95)
91.13%	87.84%	-3.29%



2003 Year-End Comparison

Regional Workforce Board # 1

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	1	+/- or percent of total
59.48%	92.68%	33.20%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	91.18%	3.06%
5,200	155	2.98%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,013.74	(\$102.48)
\$2,653.38	\$5,306.38	\$2,653.00
\$2,147.97	\$6,833.28	\$4,685.31
\$2,503.61	\$9,760.99	\$7,257.38

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$4,980.84	\$862.21
\$1,117.25	\$1,012.15	(\$105.10)
\$3,457.65	\$5,855.32	\$2,397.67
\$3,161.12	\$6,833.28	\$3,672.17
\$7,771.05	\$17,624.51	\$9,853.46

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 2

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	2	+/- or percent of total
59.48%	38.24%	-21.24%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	96.33%	8.21%
5,200	105	2.02%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$944.15	(\$172.08)
\$2,653.38	\$1,518.77	(\$1,134.61)
\$2,147.97	\$941.15	(\$1,206.82)
\$2,503.61	\$1,094.62	(\$1,408.99)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,262.12	(\$856.51)
\$1,117.25	\$933.63	(\$183.62)
\$3,457.65	\$2,101.74	(\$1,355.91)
\$3,161.12	\$1,100.13	(\$2,060.99)
\$7,771.05	\$2,295.86	(\$5,475.19)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 2

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	2	+/- or percent of total
23.27%	22.24%	-1.03%
25.91%	34.80%	8.89%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	79.99	1.65
75.80	77.45	1.65
73.99	74.11	0.12

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	28.62%	1.49%
28,708	334	1%
14.94%	16.12%	1.18%
66.92%	83.50%	16.58%
5,278	86	1.63%
67.95%	85.55%	17.60%
8,067	148	1.83%
39.11%	34.34%	-4.78%
410,431	5,427	1.32%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.50	(\$0.79)
69.56%	66.19%	-3.37%
\$11.19	\$11.48	\$0.28
106.77%	116.86%	10.09%
\$12.98	\$12.07	(\$0.91)
123.86%	122.89%	-0.96%
\$9.55	\$9.36	(\$0.19)
91.13%	95.32%	4.19%



2003 Year-End Comparison

Regional Workforce Board # 3

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	3	+/- or percent of total
59.48%	80.00%	20.52%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	91.86%	3.74%
5,200	158	3.04%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,488.53	\$372.30
\$2,653.38	\$4,052.82	\$1,399.44
\$2,147.97	\$3,143.82	\$995.85
\$2,503.61	\$3,275.57	\$771.96

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$6,184.49	\$2,065.87
\$1,117.25	\$1,417.46	\$300.21
\$3,457.65	\$4,508.19	\$1,050.55
\$3,161.12	\$3,262.45	\$101.34
\$7,771.05	\$6,771.92	(\$999.13)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 3

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	3	+/- or percent of total
23.27%	43.78%	20.51%
25.91%	39.64%	13.73%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	80.33	1.99
75.80	80.80	5.00
73.99	79.06	5.07

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	22.92%	-4.21%
28,708	168	1%
14.94%	12.03%	-2.91%
66.92%	94.20%	27.28%
5,278	65	1.23%
67.95%	96.36%	28.41%
8,067	53	0.66%
39.11%	30.86%	-8.25%
410,431	3,332	0.81%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.25	(\$1.04)
69.56%	65.31%	-4.25%
\$11.19	\$9.92	(\$1.27)
106.77%	103.70%	-3.07%
\$12.98	\$10.69	(\$2.29)
123.86%	111.69%	-12.16%
\$9.55	\$7.62	(\$1.93)
91.13%	79.62%	-11.51%



2003 Year-End Comparison

Regional Workforce Board # 4

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	4	+/- or percent of total
23.27%	25.42%	2.15%
25.91%	40.81%	14.90%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	82.44	4.10
75.80	81.13	5.33
73.99	76.03	2.04

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	29.62%	2.49%
28,708	372	1%
14.94%	18.18%	3.24%
66.92%	89.29%	22.37%
5,278	175	3.32%
67.95%	86.75%	18.80%
8,067	72	0.89%
39.11%	37.45%	-1.66%
410,431	5,368	1.31%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.37	(\$0.92)
69.56%	64.74%	-4.83%
\$11.19	\$12.02	\$0.83
106.77%	122.20%	15.43%
\$12.98	\$11.28	(\$1.70)
123.86%	114.60%	-9.25%
\$9.55	\$8.74	(\$0.81)
91.13%	88.82%	-2.31%



2003 Year-End Comparison

Regional Workforce Board # 4

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	4	+/- or percent of total
59.48%	62.07%	2.59%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	96.81%	8.69%
5,200	182	3.50%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,484.79	\$368.56
\$2,653.38	\$2,105.06	(\$548.32)
\$2,147.97	\$3,450.90	\$1,302.93
\$2,503.61	\$3,865.50	\$1,361.89

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$4,829.55	\$710.93
\$1,117.25	\$1,430.41	\$313.16
\$3,457.65	\$2,601.45	(\$856.20)
\$3,161.12	\$3,978.13	\$817.01
\$7,771.05	\$9,567.96	\$1,796.91

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 5

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	5	+/- or percent of total
23.27%	34.71%	11.43%
25.91%	25.05%	-0.86%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	77.40	-0.94
75.80	75.04	-0.76
73.99	72.44	-1.55

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	24.33%	-2.80%
28,708	582	2%
14.94%	16.13%	1.19%
66.92%	96.83%	29.91%
5,278	61	1.16%
67.95%	100.00%	32.05%
8,067	233	2.89%
39.11%	37.46%	-1.66%
410,431	10,437	2.54%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.38	\$0.09
69.56%	72.85%	3.29%
\$11.19	\$13.67	\$2.48
106.77%	134.91%	28.15%
\$12.98	\$13.17	\$0.19
123.86%	129.99%	6.13%
\$9.55	\$9.15	(\$0.40)
91.13%	90.33%	-0.80%





2003 Year-End Comparison

Regional Workforce Board # 5

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	5	+/- or percent of total
59.48%	91.94%	32.46%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	100.00%	11.88%
5,200	31	0.60%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,396.77	\$280.54
\$2,653.38	\$3,264.00	\$610.62
\$2,147.97	\$1,002.72	(\$1,145.25)
\$2,503.61	\$2,271.17	(\$232.44)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,639.88	\$1,521.26
\$1,117.25	\$1,372.25	\$255.00
\$3,457.65	\$3,456.00	(\$1.65)
\$3,161.12	\$1,002.72	(\$2,158.39)
\$7,771.05	\$29,459.96	\$21,688.91

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 6

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	6	+/- or percent of total
23.27%	36.33%	13.05%
25.91%	22.60%	-3.31%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	79.86	1.52
75.80	71.15	-4.65
73.99	73.36	-0.63

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	23.65%	-3.47%
28,708	268	1%
14.94%	17.21%	2.27%
66.92%	91.89%	24.97%
5,278	34	0.64%
67.95%	95.31%	27.36%
8,067	61	0.76%
39.11%	29.88%	-9.23%
410,431	3,119	0.76%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.49	(\$0.80)
69.56%	66.43%	-3.13%
\$11.19	\$10.22	(\$0.97)
106.77%	104.60%	-2.16%
\$12.98	\$12.07	(\$0.91)
123.86%	123.50%	-0.35%
\$9.55	\$7.89	(\$1.66)
91.13%	80.76%	-10.37%



2003 Year-End Comparison

Regional Workforce Board # 6

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	6	+/- or percent of total
59.48%	58.00%	-1.48%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	91.67%	3.55%
5,200	77	1.48%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,520.41	\$404.18
\$2,653.38	\$2,465.78	(\$187.60)
\$2,147.97	\$2,349.38	\$201.40
\$2,503.61	\$2,733.77	\$230.16

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,769.60	\$1,650.98
\$1,117.25	\$1,364.74	\$247.49
\$3,457.65	\$3,405.13	(\$52.52)
\$3,161.12	\$2,464.92	(\$696.20)
\$7,771.05	\$28,790.38	\$21,019.33

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 7

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	7	+/- or percent of total
23.27%	31.60%	8.33%
25.91%	25.36%	-0.55%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	79.62	1.28
75.80	79.62	3.82
73.99	73.01	-0.98

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	19.93%	-7.20%
28,708	277	1%
14.94%	13.02%	-1.92%
66.92%	95.00%	28.08%
5,278	38	0.72%
67.95%	91.36%	23.41%
8,067	74	0.92%
39.11%	29.08%	-10.03%
410,431	2,673	0.65%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.54	(\$0.75)
69.56%	67.70%	-1.86%
\$11.19	\$9.76	(\$1.43)
106.77%	101.05%	-5.71%
\$12.98	\$12.05	(\$0.93)
123.86%	124.69%	0.84%
\$9.55	\$8.83	(\$0.72)
91.13%	91.41%	0.28%





2003 Year-End Comparison

Regional Workforce Board # 7

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	7	+/- or percent of total
59.48%	86.67%	27.19%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	81.45%	-6.67%
5,200	101	1.94%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,191.61	\$75.39
\$2,653.38	\$5,386.51	\$2,733.13
\$2,147.97	\$2,069.77	(\$78.21)
\$2,503.61	\$2,687.88	\$184.27

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,484.86	\$1,366.24
\$1,117.25	\$1,093.03	(\$24.22)
\$3,457.65	\$5,808.98	\$2,351.33
\$3,161.12	\$2,265.55	(\$895.56)
\$7,771.05	\$3,188.91	(\$4,582.14)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 8

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	8	+/- or percent of total
23.27%	27.98%	4.70%
25.91%	23.04%	-2.87%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	77.53	-0.81
75.80	75.10	-0.70
73.99	73.68	-0.31

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	23.62%	-3.51%
28,708	1,553	5%
14.94%	14.23%	-0.71%
66.92%	79.68%	12.76%
5,278	404	7.65%
67.95%	83.89%	15.94%
8,067	557	6.90%
39.11%	44.36%	5.25%
410,431	37,578	9.16%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.26	(\$0.03)
69.56%	71.81%	2.25%
\$11.19	\$13.25	\$2.06
106.77%	131.03%	24.27%
\$12.98	\$15.63	\$2.65
123.86%	154.58%	30.72%
\$9.55	\$9.04	(\$0.51)
91.13%	89.42%	-1.71%





2003 Year-End Comparison

Regional Workforce Board # 8

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	8	+/- or percent of total
59.48%	65.34%	5.86%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	93.80%	5.68%
5,200	227	4.37%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$930.30	(\$185.92)
\$2,653.38	\$2,392.57	(\$260.81)
\$2,147.97	\$1,879.45	(\$268.52)
\$2,503.61	\$4,818.46	\$2,314.85

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,940.46	(\$178.17)
\$1,117.25	\$930.73	(\$186.52)
\$3,457.65	\$3,227.46	(\$230.19)
\$3,161.12	\$2,240.50	(\$920.62)
\$7,771.05	\$21,573.98	\$13,802.93

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 9

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	9	+/- or percent of total
23.27%	31.31%	8.04%
25.91%	15.49%	-10.42%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	71.25	-7.09
75.80	81.53	5.73
73.99	72.59	-1.40

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	26.62%	-0.50%
28,708	754	3%
14.94%	16.33%	1.39%
66.92%	100.00%	33.08%
5,278	56	1.06%
67.95%	96.67%	28.72%
8,067	29	0.36%
39.11%	41.13%	2.02%
410,431	7,940	1.93%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$6.80	(\$0.49)
69.56%	68.20%	-1.36%
\$11.19	\$13.10	\$1.91
106.77%	131.41%	24.64%
\$12.98	\$12.68	(\$0.30)
123.86%	127.15%	3.30%
\$9.55	\$8.06	(\$1.49)
91.13%	80.84%	-10.29%





2003 Year-End Comparison

Regional Workforce Board # 9

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	9	+/- or percent of total
59.48%	80.85%	21.37%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	99.14%	11.02%
5,200	115	2.21%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$996.03	(\$120.20)
\$2,653.38	\$4,358.91	\$1,705.54
\$2,147.97	\$7,157.10	\$5,009.13
\$2,503.61	\$5,512.97	\$3,009.36

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,688.22	(\$430.40)
\$1,117.25	\$981.96	(\$135.29)
\$3,457.65	\$4,767.56	\$1,309.92
\$3,161.12	\$7,403.90	\$4,242.78
\$7,771.05	\$8,071.80	\$300.75

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 10

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	10	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	29.07%	5.80%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	22.82%	-3.09%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

Satisfaction rating for employers who received services	78.34	77.87	-0.47
Satisfaction rating for individuals who received training	75.80	80.44	4.64
Satisfaction rating for job seekers who got help in finding work	73.99	72.21	-1.78

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

% on welfare that got jobs:	27.13%	26.73%	-0.40%
Total Number	28,708	875	3%
Rate which customers that were on welfare return to welfare	14.94%	16.41%	1.47%
% of disadvantaged adults that got jobs	66.92%	100.00%	33.08%
Total Number	5,278	49	0.93%
% of unemployed receiving training who got jobs	67.95%	100.00%	32.05%
Total Number	8,067	37	0.46%
% of job seekers who got jobs	39.11%	38.26%	-0.85%
Total Number	410,431	11,507	2.80%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

The average wage of those who were on welfare:	\$7.29	\$6.97	(\$0.32)
Wage Rate	69.56%	71.27%	1.71%
The average wage for disadvantaged adults	\$11.19	\$11.16	(\$0.03)
Wage rate	106.77%	114.16%	7.39%
The average wage for workers that lost their jobs	\$12.98	\$15.97	\$2.99
Wage rate	123.86%	163.31%	39.46%
The average wage of job seekers	\$9.55	\$8.78	(\$0.77)
Wage Rate	91.13%	89.78%	-1.35%





2003 Year-End Comparison

Regional Workforce Board # 10

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	10	+/- or percent of total
59.48%	89.06%	29.58%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	86.52%	-1.60%
5,200	77	1.48%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,134.07	\$17.84
\$2,653.38	\$7,875.88	\$5,222.50
\$2,147.97	\$10,361.70	\$8,213.73
\$2,503.61	\$6,885.72	\$4,382.11

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$4,242.06	\$123.43
\$1,117.25	\$1,133.72	\$16.47
\$3,457.65	\$8,395.98	\$4,938.34
\$3,161.12	\$10,361.70	\$7,200.59
\$7,771.05	\$9,911.23	\$2,140.18

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 11

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	11	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	14.08%	-9.20%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	23.82%	-2.09%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	11	+/- or percent of total
Satisfaction rating for employers who received services	78.34	78.77	0.43
Satisfaction rating for individuals who received training	75.80	73.32	-2.48
Satisfaction rating for job seekers who got help in finding work	73.99	73.52	-0.47

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	11	+/- or percent of total
% on welfare that got jobs:	27.13%	24.15%	-2.98%
Total Number	28,708	711	2%
Rate which customers that were on welfare return to welfare	14.94%	14.80%	-0.14%
% of disadvantaged adults that got jobs	66.92%	77.49%	10.57%
Total Number	5,278	296	5.61%
% of unemployed receiving training who got jobs	67.95%	73.02%	5.07%
Total Number	8,067	276	3.42%
% of job seekers who got jobs	39.11%	32.54%	-6.57%
Total Number	410,431	7,564	1.84%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	11	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.01	(\$0.28)
Wage Rate	69.56%	69.27%	-0.29%
The average wage for disadvantaged adults	\$11.19	\$11.48	\$0.29
Wage rate	106.77%	113.44%	6.68%
The average wage for workers that lost their jobs	\$12.98	\$11.37	(\$1.61)
Wage rate	123.86%	112.35%	-11.51%
The average wage of job seekers	\$9.55	\$8.55	(\$1.00)
Wage Rate	91.13%	84.49%	-6.64%





2003 Year-End Comparison

Regional Workforce Board # 11

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	11	+/- or percent of total
59.48%	82.86%	23.38%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	64.06%	-24.07%
5,200	139	2.67%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$516.19	(\$600.04)
\$2,653.38	\$707.92	(\$1,945.46)
\$2,147.97	\$1,047.90	(\$1,100.07)
\$2,503.61	\$1,405.03	(\$1,098.58)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$2,143.18	(\$1,975.45)
\$1,117.25	\$517.59	(\$599.66)
\$3,457.65	\$887.58	(\$2,570.06)
\$3,161.12	\$1,435.17	(\$1,725.95)
\$7,771.05	\$3,285.80	(\$4,485.25)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 12

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	12	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	19.43%	-3.84%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	18.47%	-7.44%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	12	+/- or percent of total
Satisfaction rating for employers who received services	78.34	76.57	-1.77
Satisfaction rating for individuals who received training	75.80	71.80	-4.00
Satisfaction rating for job seekers who got help in finding work	73.99	72.20	-1.79

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	12	+/- or percent of total
% on welfare that got jobs:	27.13%	28.89%	1.76%
Total Number	28,708	4,221	15%
Rate which customers that were on welfare return to welfare	14.94%	14.92%	-0.01%
% of disadvantaged adults that got jobs	66.92%	92.68%	25.76%
Total Number	5,278	152	2.88%
% of unemployed receiving training who got jobs	67.95%	98.39%	30.44%
Total Number	8,067	611	7.57%
% of job seekers who got jobs	39.11%	37.06%	-2.06%
Total Number	410,431	42,849	10.44%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	12	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.32	\$0.03
Wage Rate	69.56%	71.98%	2.42%
The average wage for disadvantaged adults	\$11.19	\$10.10	(\$1.09)
Wage rate	106.77%	99.31%	-7.45%
The average wage for workers that lost their jobs	\$12.98	\$11.69	(\$1.29)
Wage rate	123.86%	114.91%	-8.95%
The average wage of job seekers	\$9.55	\$8.79	(\$0.76)
Wage Rate	91.13%	86.43%	-4.70%





2003 Year-End Comparison

Regional Workforce Board # 12

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	12	+/- or percent of total
59.48%	87.23%	27.75%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	96.74%	8.61%
5,200	563	10.83%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$534.03	(\$582.19)
\$2,653.38	\$3,121.63	\$468.25
\$2,147.97	\$4,000.68	\$1,852.71
\$2,503.61	\$1,038.05	(\$1,465.56)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$1,911.57	(\$2,207.06)
\$1,117.25	\$552.24	(\$565.01)
\$3,457.65	\$3,477.26	\$19.61
\$3,161.12	\$4,066.16	\$905.04
\$7,771.05	\$3,870.42	(\$3,900.63)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 13

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	13	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	24.73%	1.46%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	34.42%	8.51%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

Satisfaction rating for employers who received services	78.34	83.50	5.16
Satisfaction rating for individuals who received training	75.80	69.78	-6.02
Satisfaction rating for job seekers who got help in finding work	73.99	72.68	-1.31

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

% on welfare that got jobs:	27.13%	26.15%	-0.98%
Total Number	28,708	591	2%
Rate which customers that were on welfare return to welfare	14.94%	14.93%	-0.01%
% of disadvantaged adults that got jobs	66.92%	81.98%	15.06%
Total Number	5,278	91	1.72%
% of unemployed receiving training who got jobs	67.95%	87.62%	19.67%
Total Number	8,067	177	2.19%
% of job seekers who got jobs	39.11%	31.39%	-7.72%
Total Number	410,431	12,154	2.96%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

The average wage of those who were on welfare:	\$7.29	\$7.18	(\$0.11)
Wage Rate	69.56%	71.09%	1.53%
The average wage for disadvantaged adults	\$11.19	\$9.48	(\$1.71)
Wage rate	106.77%	93.89%	-12.87%
The average wage for workers that lost their jobs	\$12.98	\$13.65	\$0.67
Wage rate	123.86%	135.15%	11.29%
The average wage of job seekers	\$9.55	\$9.96	\$0.41
Wage Rate	91.13%	98.61%	7.48%





2003 Year-End Comparison

Regional Workforce Board # 13

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	13	+/- or percent of total
59.48%	42.59%	-16.89%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	89.89%	1.77%
5,200	80	1.54%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$991.29	(\$124.93)
\$2,653.38	\$3,310.56	\$657.18
\$2,147.97	\$2,812.29	\$664.32
\$2,503.61	\$1,702.84	(\$800.77)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,864.53	(\$254.09)
\$1,117.25	\$1,010.59	(\$106.66)
\$3,457.65	\$4,791.61	\$1,333.96
\$3,161.12	\$3,209.51	\$48.39
\$7,771.05	\$11,859.43	\$4,088.38

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 14

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	14	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	18.17%	-5.10%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	23.26%	-2.65%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

Satisfaction rating for employers who received services	78.34	71.97	-6.37
Satisfaction rating for individuals who received training	75.80	68.24	-7.56
Satisfaction rating for job seekers who got help in finding work	73.99	72.39	-1.60

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

% on welfare that got jobs:	27.13%	23.23%	-3.90%
Total Number	28,708	1,760	6%
Rate which customers that were on welfare return to welfare	14.94%	15.15%	0.21%
% of disadvantaged adults that got jobs	66.92%	92.86%	25.94%
Total Number	5,278	39	0.74%
% of unemployed receiving training who got jobs	67.95%	82.55%	14.60%
Total Number	8,067	733	9.09%
% of job seekers who got jobs	39.11%	31.91%	-7.20%
Total Number	410,431	19,918	4.85%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

The average wage of those who were on welfare:	\$7.29	\$7.56	\$0.27
Wage Rate	69.56%	70.79%	1.23%
The average wage for disadvantaged adults	\$11.19	\$10.57	(\$0.62)
Wage rate	106.77%	98.95%	-7.82%
The average wage for workers that lost their jobs	\$12.98	\$13.44	\$0.46
Wage rate	123.86%	125.80%	1.95%
The average wage of job seekers	\$9.55	\$9.69	\$0.14
Wage Rate	91.13%	90.73%	-0.40%





2003 Year-End Comparison

Regional Workforce Board # 14

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	14	+/- or percent of total
59.48%	46.77%	-12.71%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	86.54%	-1.58%
5,200	90	1.73%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$866.61	(\$249.62)
\$2,653.38	\$8,476.67	\$5,823.29
\$2,147.97	\$1,232.03	(\$915.94)
\$2,503.61	\$19,817.43	\$17,313.82

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,858.36	(\$260.26)
\$1,117.25	\$896.11	(\$221.14)
\$3,457.65	\$16,454.71	\$12,997.06
\$3,161.12	\$1,492.56	(\$1,668.56)
\$7,771.05	\$12,892.82	\$5,121.77

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 15

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	15	+/- or percent of total
23.27%	21.11%	-2.16%
25.91%	22.42%	-3.49%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	78.79	0.45
75.80	74.16	-1.64
73.99	71.09	-2.90

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	26.03%	-1.10%
28,708	1,069	4%
14.94%	11.58%	-3.36%
66.92%	46.06%	-20.86%
5,278	146	2.77%
67.95%	57.49%	-10.46%
8,067	645	8.00%
39.11%	30.95%	-8.17%
410,431	26,629	6.49%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.56	\$0.27
69.56%	72.28%	2.71%
\$11.19	\$9.39	(\$1.80)
106.77%	89.74%	-17.03%
\$12.98	\$14.24	\$1.26
123.86%	136.09%	12.24%
\$9.55	\$9.82	\$0.27
91.13%	93.88%	2.75%



2003 Year-End Comparison

Regional Workforce Board # 15

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	15	+/- or percent of total
59.48%	20.83%	-38.65%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	88.31%	0.19%
5,200	438	8.42%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,499.93	\$383.70
\$2,653.38	\$3,242.78	\$589.40
\$2,147.97	\$1,014.95	(\$1,133.02)
\$2,503.61	\$6,802.61	\$4,299.00

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$6,104.95	\$1,986.32
\$1,117.25	\$1,589.04	\$471.79
\$3,457.65	\$7,835.05	\$4,377.40
\$3,161.12	\$1,765.54	(\$1,395.58)
\$7,771.05	\$3,798.55	(\$3,972.50)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 16

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	16	+/- or percent of total
23.27%	19.30%	-3.97%
25.91%	21.69%	-4.23%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	79.95	1.61
75.80	72.25	-3.55
73.99	71.15	-2.84

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	25.98%	-1.14%
28,708	602	2%
14.94%	12.99%	-1.95%
66.92%	74.61%	7.69%
5,278	144	2.73%
67.95%	80.46%	12.51%
8,067	140	1.74%
39.11%	27.44%	-11.67%
410,431	8,963	2.18%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.15	(\$0.14)
69.56%	72.37%	2.81%
\$11.19	\$11.53	\$0.34
106.77%	116.71%	9.94%
\$12.98	\$12.54	(\$0.44)
123.86%	126.93%	3.07%
\$9.55	\$8.32	(\$1.23)
91.13%	84.21%	-6.92%





2003 Year-End Comparison

Regional Workforce Board # 16

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	16	+/- or percent of total
59.48%	31.17%	-28.31%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	72.95%	-15.17%
5,200	89	1.71%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,368.08	\$251.85
\$2,653.38	\$2,042.58	(\$610.80)
\$2,147.97	\$3,349.88	\$1,201.91
\$2,503.61	\$2,419.80	(\$83.81)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,038.27	\$919.64
\$1,117.25	\$1,309.04	\$191.79
\$3,457.65	\$3,282.72	(\$174.93)
\$3,161.12	\$4,163.42	\$1,002.31
\$7,771.05	\$4,217.47	(\$3,553.58)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 17

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	17	+/- or percent of total
23.27%	22.50%	-0.77%
25.91%	17.28%	-8.64%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	78.93	0.59
75.80	77.92	2.12
73.99	76.48	2.49

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	22.77%	-4.35%
28,708	591	2%
14.94%	12.67%	-2.27%
66.92%	100.00%	33.08%
5,278	241	4.57%
67.95%	97.88%	29.93%
8,067	185	2.29%
39.11%	29.32%	-9.79%
410,431	12,943	3.15%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.04	(\$0.25)
69.56%	70.40%	0.84%
\$11.19	\$12.07	\$0.88
106.77%	120.71%	13.95%
\$12.98	\$11.72	(\$1.26)
123.86%	117.18%	-6.67%
\$9.55	\$10.34	\$0.79
91.13%	103.40%	12.27%





2003 Year-End Comparison

Regional Workforce Board # 17

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	17	+/- or percent of total
59.48%	89.11%	29.63%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	94.58%	6.46%
5,200	192	3.69%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,484.24	\$368.02
\$2,653.38	\$2,578.56	(\$74.81)
\$2,147.97	\$5,400.92	\$3,252.95
\$2,503.61	\$10,907.81	\$8,404.20

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$6,341.31	\$2,222.68
\$1,117.25	\$1,444.21	\$326.96
\$3,457.65	\$2,776.92	(\$680.73)
\$3,161.12	\$5,517.70	\$2,356.58
\$7,771.05	\$16,787.99	\$9,016.94

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 18

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	18	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	12.76%	-10.51%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	21.69%	-4.23%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	18	+/- or percent of total
Satisfaction rating for employers who received services	78.34	76.62	-1.72
Satisfaction rating for individuals who received training	75.80	78.46	2.66
Satisfaction rating for job seekers who got help in finding work	73.99	74.27	0.28

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	18	+/- or percent of total
% on welfare that got jobs:	27.13%	27.18%	0.05%
Total Number	28,708	484	2%
Rate which customers that were on welfare return to welfare	14.94%	14.60%	-0.34%
% of disadvantaged adults that got jobs	66.92%	75.00%	8.08%
Total Number	5,278	33	0.63%
% of unemployed receiving training who got jobs	67.95%	86.00%	18.05%
Total Number	8,067	86	1.07%
% of job seekers who got jobs	39.11%	35.65%	-3.46%
Total Number	410,431	9,538	2.32%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	18	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.58	\$0.29
Wage Rate	69.56%	72.81%	3.25%
The average wage for disadvantaged adults	\$11.19	\$11.84	\$0.65
Wage rate	106.77%	113.78%	7.01%
The average wage for workers that lost their jobs	\$12.98	\$13.82	\$0.84
Wage rate	123.86%	132.75%	8.89%
The average wage of job seekers	\$9.55	\$9.47	(\$0.08)
Wage Rate	91.13%	90.97%	-0.16%





2003 Year-End Comparison

Regional Workforce Board # 18

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	18	+/- or percent of total
59.48%	89.68%	30.20%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	97.44%	9.32%
5,200	38	0.73%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,246.84	\$130.61
\$2,653.38	\$2,524.14	(\$129.24)
\$2,147.97	\$6,391.21	\$4,243.24
\$2,503.61	\$3,865.01	\$1,361.40

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$4,322.72	\$204.10
\$1,117.25	\$1,174.73	\$57.48
\$3,457.65	\$2,920.37	(\$537.27)
\$3,161.12	\$7,431.64	\$4,270.52
\$7,771.05	\$10,779.37	\$3,008.32

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 19

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	19	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	14.39%	-8.88%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	23.29%	-2.62%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

Satisfaction rating for employers who received services	78.34	76.78	-1.56
Satisfaction rating for individuals who received training	75.80	81.22	5.42
Satisfaction rating for job seekers who got help in finding work	73.99	77.16	3.17

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

% on welfare that got jobs:	27.13%	23.65%	-3.47%
Total Number	28,708	211	1%
Rate which customers that were on welfare return to welfare	14.94%	10.92%	-4.02%
% of disadvantaged adults that got jobs	66.92%	69.15%	2.23%
Total Number	5,278	65	1.23%
% of unemployed receiving training who got jobs	67.95%	79.31%	11.36%
Total Number	8,067	23	0.29%
% of job seekers who got jobs	39.11%	29.13%	-9.98%
Total Number	410,431	2,873	0.70%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

The average wage of those who were on welfare:	\$7.29	\$6.61	(\$0.68)
Wage Rate	69.56%	67.17%	-2.39%
The average wage for disadvantaged adults	\$11.19	\$10.55	(\$0.64)
Wage rate	106.77%	107.26%	0.49%
The average wage for workers that lost their jobs	\$12.98	\$11.52	(\$1.46)
Wage rate	123.86%	117.10%	-6.75%
The average wage of job seekers	\$9.55	\$8.84	(\$0.71)
Wage Rate	91.13%	89.84%	-1.29%





2003 Year-End Comparison

Regional Workforce Board # 19

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	19	+/- or percent of total
59.48%	56.76%	-2.72%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	91.62%	3.50%
5,200	175	3.37%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,384.78	\$268.56
\$2,653.38	\$5,579.73	\$2,926.35
\$2,147.97	\$12,058.24	\$9,910.27
\$2,503.61	\$3,835.36	\$1,331.75

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,768.84	\$1,650.22
\$1,117.25	\$1,364.60	\$247.35
\$3,457.65	\$8,760.70	\$5,303.06
\$3,161.12	\$15,203.87	\$12,042.75
\$7,771.05	\$4,402.39	(\$3,368.66)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 20

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	20	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	21.48%	-1.79%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	33.55%	7.64%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	20	+/- or percent of total
Satisfaction rating for employers who received services	78.34	77.65	-0.69
Satisfaction rating for individuals who received training	75.80	78.67	2.87
Satisfaction rating for job seekers who got help in finding work	73.99	75.14	1.15

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	20	+/- or percent of total
% on welfare that got jobs:	27.13%	27.62%	0.49%
Total Number	28,708	609	2%
Rate which customers that were on welfare return to welfare	14.94%	14.04%	-0.90%
% of disadvantaged adults that got jobs	66.92%	84.42%	17.50%
Total Number	5,278	195	3.69%
% of unemployed receiving training who got jobs	67.95%	92.54%	24.59%
Total Number	8,067	335	4.15%
% of job seekers who got jobs	39.11%	35.26%	-3.85%
Total Number	410,431	12,428	3.03%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	20	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.39	\$0.10
Wage Rate	69.56%	73.17%	3.61%
The average wage for disadvantaged adults	\$11.19	\$10.97	(\$0.22)
Wage rate	106.77%	108.64%	1.88%
The average wage for workers that lost their jobs	\$12.98	\$16.08	\$3.10
Wage rate	123.86%	159.18%	35.33%
The average wage of job seekers	\$9.55	\$8.77	(\$0.78)
Wage Rate	91.13%	86.83%	-4.30%





2003 Year-End Comparison

Regional Workforce Board # 20

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	20	+/- or percent of total
59.48%	74.07%	14.59%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	86.92%	-1.20%
5,200	392	7.54%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,038.53	(\$77.69)
\$2,653.38	\$6,976.39	\$4,323.01
\$2,147.97	\$3,388.73	\$1,240.75
\$2,503.61	\$1,716.84	(\$786.77)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,765.32	(\$353.30)
\$1,117.25	\$1,039.95	(\$77.30)
\$3,457.65	\$8,746.52	\$5,288.87
\$3,161.12	\$3,661.85	\$500.73
\$7,771.05	\$9,507.89	\$1,736.84

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 21

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	21	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	24.36%	1.09%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	28.40%	2.48%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	21	+/- or percent of total
Satisfaction rating for employers who received services	78.34	76.96	-1.38
Satisfaction rating for individuals who received training	75.80	71.45	-4.35
Satisfaction rating for job seekers who got help in finding work	73.99	75.46	1.47

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	21	+/- or percent of total
% on welfare that got jobs:	27.13%	26.48%	-0.65%
Total Number	28,708	1,202	4%
Rate which customers that were on welfare return to welfare	14.94%	14.53%	-0.41%
% of disadvantaged adults that got jobs	66.92%	96.15%	29.23%
Total Number	5,278	449	8.51%
% of unemployed receiving training who got jobs	67.95%	94.14%	26.19%
Total Number	8,067	578	7.16%
% of job seekers who got jobs	39.11%	43.55%	4.44%
Total Number	410,431	29,462	7.18%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	21	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.64	\$0.35
Wage Rate	69.56%	68.15%	-1.41%
The average wage for disadvantaged adults	\$11.19	\$10.65	(\$0.54)
Wage rate	106.77%	95.05%	-11.72%
The average wage for workers that lost their jobs	\$12.98	\$14.34	\$1.36
Wage rate	123.86%	127.88%	4.02%
The average wage of job seekers	\$9.55	\$11.88	\$2.33
Wage Rate	91.13%	105.98%	14.85%





2003 Year-End Comparison

Regional Workforce Board # 21

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	21	+/- or percent of total
59.48%	22.19%	-37.29%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	97.16%	9.04%
5,200	651	12.52%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,014.96	(\$101.27)
\$2,653.38	\$2,816.75	\$163.37
\$2,147.97	\$3,620.15	\$1,472.18
\$2,503.61	\$7,132.31	\$4,628.70

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$3,863.94	(\$254.68)
\$1,117.25	\$1,023.01	(\$94.24)
\$3,457.65	\$4,364.35	\$906.70
\$3,161.12	\$3,845.63	\$684.51
\$7,771.05	\$5,464.55	(\$2,306.50)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 22

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	22	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	19.56%	-3.71%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	19.63%	-6.28%

Customer Satisfaction - How satisfied were our customers?

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	22	+/- or percent of total
Satisfaction rating for employers who received services	78.34	78.81	0.47
Satisfaction rating for individuals who received training	75.80	79.68	3.88
Satisfaction rating for job seekers who got help in finding work	73.99	77.30	3.31

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	22	+/- or percent of total
% on welfare that got jobs:	27.13%	31.34%	4.21%
Total Number	28,708	2,309	8%
Rate which customers that were on welfare return to welfare	14.94%	16.63%	1.69%
% of disadvantaged adults that got jobs	66.92%	62.40%	-4.52%
Total Number	5,278	239	4.53%
% of unemployed receiving training who got jobs	67.95%	47.54%	-20.41%
Total Number	8,067	387	4.80%
% of job seekers who got jobs	39.11%	31.35%	-7.76%
Total Number	410,431	31,155	7.59%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	22	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.57	\$0.28
Wage Rate	69.56%	68.32%	-1.24%
The average wage for disadvantaged adults	\$11.19	\$10.73	(\$0.46)
Wage rate	106.77%	96.82%	-9.94%
The average wage for workers that lost their jobs	\$12.98	\$14.60	\$1.62
Wage rate	123.86%	131.75%	7.89%
The average wage of job seekers	\$9.55	\$9.57	\$0.02
Wage Rate	91.13%	86.37%	-4.76%





2003 Year-End Comparison

Regional Workforce Board # 22

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	22	+/- or percent of total
59.48%	60.00%	0.52%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	97.09%	8.97%
5,200	100	1.92%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$783.82	(\$332.41)
\$2,653.38	\$6,601.12	\$3,947.74
\$2,147.97	\$3,303.08	\$1,155.10
\$2,503.61	\$6,281.69	\$3,778.08

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$2,460.42	(\$1,658.20)
\$1,117.25	\$771.05	(\$346.20)
\$3,457.65	\$10,636.43	\$7,178.79
\$3,161.12	\$6,947.56	\$3,786.44
\$7,771.05	\$15,758.53	\$7,987.48

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 23

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

STW	23	+/- or percent of total
23.27%	36.72%	13.45%
25.91%	45.50%	19.59%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

78.34	80.35	2.01
75.80	77.20	1.40
73.99	76.00	2.01

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

27.13%	29.95%	2.82%
28,708	8,074	28%
14.94%	15.38%	0.44%
66.92%	52.77%	-14.15%
5,278	2,065	39.12%
67.95%	51.54%	-16.41%
8,067	2,462	30.52%
39.11%	49.57%	10.46%
410,431	76,190	18.56%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

\$7.29	\$7.45	\$0.16
69.56%	66.34%	-3.22%
\$11.19	\$11.41	\$0.22
106.77%	101.63%	-5.13%
\$12.98	\$13.00	\$0.02
123.86%	115.80%	-8.05%
\$9.55	\$12.37	\$2.82
91.13%	110.15%	19.02%





2003 Year-End Comparison

Regional Workforce Board # 23

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	23	+/- or percent of total
59.48%	10.83%	-48.65%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	77.69%	-10.43%
5,200	773	14.87%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,525.41	\$409.19
\$2,653.38	\$1,286.64	(\$1,366.74)
\$2,147.97	\$1,397.29	(\$750.69)
\$2,503.61	\$1,477.55	(\$1,026.06)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$5,081.44	\$962.82
\$1,117.25	\$1,521.68	\$404.43
\$3,457.65	\$2,684.35	(\$773.29)
\$3,161.12	\$2,711.14	(\$449.97)
\$7,771.05	\$15,645.00	\$7,873.95

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.





2003 Year-End Comparison

Regional Workforce Board # 24

Market Share - Are our services being used?

Employee - Of those who got jobs, how many got One-Stop services?

Employers - Of those who hired this year, how many got One-Stop services?

	STW	24	+/- or percent of total
Employee - Of those who got jobs, how many got One-Stop services?	23.27%	17.58%	-5.69%
Employers - Of those who hired this year, how many got One-Stop services?	25.91%	22.05%	-3.87%

Customer Satisfaction - How satisfied were our customers

Satisfaction rating for employers who received services

Satisfaction rating for individuals who received training

Satisfaction rating for job seekers who got help in finding work

	STW	24	+/- or percent of total
Satisfaction rating for employers who received services	78.34	78.00	-0.34
Satisfaction rating for individuals who received training	75.80	79.41	3.61
Satisfaction rating for job seekers who got help in finding work	73.99	72.47	-1.52

Did our customers get jobs?

% on welfare that got jobs:

Total Number

Rate which customers that were on welfare return to welfare

% of disadvantaged adults that got jobs

Total Number

% of unemployed receiving training who got jobs

Total Number

% of job seekers who got jobs

Total Number

	STW	24	+/- or percent of total
% on welfare that got jobs:	27.13%	25.60%	-1.52%
Total Number	28,708	445	2%
Rate which customers that were on welfare return to welfare	14.94%	15.07%	0.13%
% of disadvantaged adults that got jobs	66.92%	81.90%	14.98%
Total Number	5,278	95	1.80%
% of unemployed receiving training who got jobs	67.95%	86.82%	18.87%
Total Number	8,067	112	1.39%
% of job seekers who got jobs	39.11%	41.24%	2.13%
Total Number	410,431	21,027	5.12%

What was their wage?

The average wage of those who were on welfare:

Wage Rate

The average wage for disadvantaged adults

Wage rate

The average wage for workers that lost their jobs

Wage rate

The average wage of job seekers

Wage Rate

	STW	24	+/- or percent of total
The average wage of those who were on welfare:	\$7.29	\$7.51	\$0.22
Wage Rate	69.56%	72.56%	3.00%
The average wage for disadvantaged adults	\$11.19	\$10.02	(\$1.17)
Wage rate	106.77%	96.81%	-9.95%
The average wage for workers that lost their jobs	\$12.98	\$12.58	(\$0.40)
Wage rate	123.86%	121.55%	-2.30%
The average wage of job seekers	\$9.55	\$9.46	(\$0.09)
Wage Rate	91.13%	91.40%	0.27%





2003 Year-End Comparison

Regional Workforce Board # 24

Are we helping employed workers?

% of workers that were employed at registration and have attained credentials to enhance their skills on their current job or to assist them in getting a better job.

STW	24	+/- or percent of total
59.48%	65.45%	5.97%

Are we helping younger youth?

% of younger youth that have positive outcomes

Number of positive outcomes

88.12%	81.85%	-6.27%
5,200	239	4.60%

* Positive outcome based of the Red Green measure, excluding youth goals which are addressed in a separate measure.

What are the costs per enrollments?

The average cost per enrollment for welfare

The average cost per enrollment for disadvantaged adults

The average cost per enrollment for workers that lost their jobs

The average cost per enrollment for older and younger youth

\$1,116.23	\$1,970.92	\$854.70
\$2,653.38	\$8,293.49	\$5,640.11
\$2,147.97	\$7,998.33	\$5,850.35
\$2,503.61	\$2,239.16	(\$264.45)

What are the costs per positive outcomes?

The average cost per welfare participant getting a job

The average cost per welfare participant whose case is closed

The average cost per placement for disadvantaged adults

The average cost per placement for workers that lost their jobs

The average cost per positive outcome for all youth

(older and younger youth)

\$4,118.62	\$7,201.62	\$3,083.00
\$1,117.25	\$1,843.91	\$726.66
\$3,457.65	\$10,825.86	\$7,368.21
\$3,161.12	\$9,212.36	\$6,051.24
\$7,771.05	\$6,595.41	(\$1,175.64)

Wage rate expressed as a percent of the Lower Living Standard Income Level (LLSIL). The Annual 2001 LLSIL for a family of 3 for Florida was \$21,530 or \$10.35/hour; selected by state policy as the indicator for a "self sufficient" wage. The Annual 2002 LLSIL for a family of 3 for Florida increased slightly to \$21,790 or \$10.48/hour.

Customer satisfaction numbers are composite scores provided by the American Customer Satisfaction Index. The index-scaled from 0 to 100 allows comparison between the private and public sectors. The composite federal government score was 71 for 2001.



WIA Annual Report Data

State Name: FL

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	71	78.3	6,082	32,248	7,640	79.6
Employers	71	75.8	6,834	42,101	8,552	79.9

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66	67.7	6,904
			10,192
Employment Retention Rate	80	82.4	8,075
			9,801
Earnings Change in Six Month	3,500	3,308	32,422,864
			9,801
Employment and Credential Rate	42	48.6	3,390
			6,972

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	63.1	1,647	69.9	463	54.8	397	60.5	368
		2,611		662		725		608
Employment Retention Rate	81.5	1,965	84.5	638	77.1	430	82.4	403
		2,412		755		558		489
Earnings Change in Six Months	3,816	9,205,194	4,214	3,181,774	3,221	1,797,335	2,140	1,046,394
		2,412		755		558		489
Employment and Credential Rate	42.8	1,173	52.6	345	37.5	182	41.8	140
		2,743		656		485		335

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	64.8	2,695	69.7	4,209
		4,157		6,035
Employment Retention Rate	83.6	4,006	81.2	4,069
		4,792		5,009
Earnings Change in Six Months	3,962	18,988,062	2,682	13,434,802
		4,792		5,009

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67	76.6	6,381
			8,331
Employment Retention Rate	81	87.3	5,571
			6,381
Earnings Replacement in Six Months	94	90.6	72,299,884
			79,824,057
Employment and Credential Rate	42	46.8	2,400
			5,132

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	74.2	709	71.2	240	69	711	72	77
		956		337		1,030		107
Employment Retention Rate	84.1	596	81.7	196	86.1	612	79.2	61
		709		240		711		77
Earnings Replacement Rate	83.6	8,442,894	89	2,602,869	75.2	7,043,912	274.8	769,692
		10,099,886		2,926,032		9,368,000		280,113
Employment And Credential Rate	49.2	319	46	92	40.6	232	47.4	45
		648		200		572		95

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	75.9	3,895	77.7
5,132			3,199	
Employment Retention Rate	88	3,426	86.3	2,145
		3,895		2,486
Earnings Replacement Rate	92.5	44,616,723	87.7	27,683,161
		48,243,223		31,580,834

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	63
Employment Retention Rate	81	79.5	980
			691
Earnings Change in Six Months	3,200	2,792	2,426,084
			869
Credential Rate	31	36.6	474
			1,295

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	60.3	223	60	9	49.1	52	65.3
	370		15		106		888	
Employment Retention Rate	81.7	273	72.2	13	72.6	53	78.9	563
		334		18		73		714
Earnings Change in Six Months	3,290	1,098,887	3,218	57,930	2,426	177,105	2,543	1,815,529
		334		18		73		714
Credential Rate	41	207	35.5	11	27.5	39	34.1	368
		505		31		142		1,078

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	63		69.9
				21,647
Diploma or Equivalent Attainment Rate	40		46.1	1,028
				2,228
Retention Rate	40		58.9	1,132
				1,922

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	68.2	6,721	74.4	4,108	63	2,159
		9,862		5,520		3,428
Diploma or Equivalent Attainment Rate	52.4	582	61.2	303	20.3	130
		1,110		495		639
Retention Rate	59.3	616	56.5	244	56.2	460
		1,038		432		818

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	76.4	7,790	4,089	41,713,486	2.6	182	4,087	28,218,299	64.3	1,734
		10,202		10,202		6,904		6,904		2,695
Dislocated Workers	84.3	4,859	153.6	62,330,618	3	178	5,982	38,170,741	66.3	2,389
		5,766		40,588,325		5,981		6,381		3,601
Older Youth	73.6	749	3,650	3,716,165	3.2	20	2,401	1,519,561		
		1,018		1,018		633		633		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	19,595	11,752
Dislocated Workers	22,195	13,418
Older Youth	3,420	1,431
Younger Youth	14,697	6,534

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$27,487,067.00
Local Dislocated Workers		\$25,500,719.00
Local Youth		\$34,089,478.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$7,672,788.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$5,122,355.00
Statewide Allowable Activities 134 (a) (3)	Incumbent Worker	\$2,180,419.00
	Operation Paycheck	\$2,502,370.00
	Society of the Plastics Industry	\$51,000.00
	Information Technology - Region 3	\$22,230.00
	Florida High Tech Corridor	\$250,000.00
	Florida Space Research (NASA)	\$477,000.00
	Florida Trend	\$297,026.00
	The Langley Group	\$150,000.00
	Florida Atlantic University	\$130,000.00
	First Jobs/First Wages Council Projects	\$2,581,073.00
	High Skills/High Wages Council Projects	\$5,324,223.00
Total of All Federal Spending Listed Above		\$113,837,748.00

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Escarosa Regional Workforce Development Board, Inc.	Total Participants Served	Adults	538
		Dislocated Workers	156
		Older Youth	30
		Younger Youth	331
	Total Exiters	Adults	196
		Dislocated Workers	60
		Older Youth	7
		Younger Youth	182

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	78.8	
	Employers	66	80	
Entered Employment Rate	Adults	66.3	75.9	
	Dislocated Workers	67	77.8	
	Older Youth	63	66.7	
Retention Rate	Adults	80	91.3	
	Dislocated Workers	81	89.5	
	Older Youth	81	80	
	Younger Youth	40	78.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	8,554	
	Dislocated Workers	94	115.6	
	Older Youth (\$)	3,200	6,185	
Credential / Diploma Rate	Adults	42	72.9	
	Dislocated Workers	42	68.5	
	Older Youth	31	71.4	
	Younger Youth	41	80.2	
Skill Attainment Rate	Younger Youth	62.5	90.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Okaloosa-Walton Jobs & Education Partnership, Inc.	Total Participants Served	Adults	204
		Dislocated Workers	291
		Older Youth	53
		Younger Youth	240
	Total Exiters	Adults	147
		Dislocated Workers	177
		Older Youth	33
		Younger Youth	103

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	77.5	
	Employers	67	80	
Entered Employment Rate	Adults	70	88.6	
	Dislocated Workers	69	75.8	
	Older Youth	70	72.4	
Retention Rate	Adults	83	80	
	Dislocated Workers	81	87.7	
	Older Youth	82	82.6	
	Younger Youth	45	60.71	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,692	
	Dislocated Workers	93	94.7	
	Older Youth (\$)	3,300	2,197	
Credential / Diploma Rate	Adults	45	76.3	
	Dislocated Workers	45	68.8	
	Older Youth	35	75	
	Younger Youth	40	64	
Skill Attainment Rate	Younger Youth	65	92	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	1	15

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Chipola Regional Workforce Dev. Planning Board Inc.	Total Participants Served	Adults	195
		Dislocated Workers	84
		Older Youth	40
		Younger Youth	376
	Total Exiters	Adults	105
		Dislocated Workers	56
		Older Youth	22
		Younger Youth	185

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	80.8
	Employers	67	80.3
Entered Employment Rate	Adults	66	74.7
	Dislocated Workers	67	67.7
	Older Youth	63	69.2
Retention Rate	Adults	80	85.4
	Dislocated Workers	81	88.6
	Older Youth	81	95.7
	Younger Youth	41	67
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,255	5,485
	Dislocated Workers	94	142.3
	Older Youth (\$)	3,200	4,771
Credential / Diploma Rate	Adults	43	66.3
	Dislocated Workers	43	52.6
	Older Youth	31	48.5
	Younger Youth	40	82.4
Skill Attainment Rate	Younger Youth	51	86.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	0
		Exceeded	17

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Gulf Coast Workforce Development Board, Inc.	Total Participants Served	Adults	450
		Dislocated Workers	172
		Older Youth	112
		Younger Youth	525
	Total Exiters	Adults	288
		Dislocated Workers	89
		Older Youth	61
		Younger Youth	190

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	81.1
	Employers	71	82.4
Entered Employment Rate	Adults	66	86.6
	Dislocated Workers	67	79.4
	Older Youth	63	78
Retention Rate	Adults	80	85.1
	Dislocated Workers	81	87.7
	Older Youth	81	72.4
	Younger Youth	40	87.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	5,201
	Dislocated Workers	94	108.1
	Older Youth (\$)	3,200	2,974
Credential / Diploma Rate	Adults	42	64.1
	Dislocated Workers	42	62.6
	Older Youth	31	69.4
	Younger Youth	40	94.5
Skill Attainment Rate	Younger Youth	63	85.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	15

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Big Bend Jobs and Education Council, Inc.	Total Participants Served	Adults	276
		Dislocated Workers	400
		Older Youth	78
		Younger Youth	376
	Total Exitters	Adults	133
		Dislocated Workers	240
		Older Youth	12
		Younger Youth	35

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	75
	Employers	66	77.4
Entered Employment Rate	Adults	71.5	74.5
	Dislocated Workers	70.5	80.2
	Older Youth	66.5	65.5
Retention Rate	Adults	80	82.6
	Dislocated Workers	86	89.9
	Older Youth	81	80.8
	Younger Youth	42	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	4,657
	Dislocated Workers	94	102.5
	Older Youth (\$)	3,700	5,543
Credential / Diploma Rate	Adults	42	58.5
	Dislocated Workers	42	28.8
	Older Youth	32	31.6
	Younger Youth	40	75
Skill Attainment Rate	Younger Youth	78	84.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	13

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: North Florida Workforce Development Board	Total Participants Served	Adults	125
		Dislocated Workers	82
		Older Youth	20
		Younger Youth	151
	Total Exiters	Adults	90
		Dislocated Workers	65
		Older Youth	10
		Younger Youth	85

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	71.2	
	Employers	71	79.9	
Entered Employment Rate	Adults	66	64	
	Dislocated Workers	68.8	72.5	
	Older Youth	63	64.3	
Retention Rate	Adults	79	84.1	
	Dislocated Workers	81	84	
	Older Youth	81	81	
	Younger Youth	40	51.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	2,661	
	Dislocated Workers	94	86.7	
	Older Youth (\$)	3,200	3,356	
Credential / Diploma Rate	Adults	42	62.1	
	Dislocated Workers	41	63.3	
	Older Youth	31	55.2	
	Younger Youth	40	73.5	
Skill Attainment Rate	Younger Youth	66	39.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	12

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Florida Crown Workforce Development Board, Inc.	Total Participants Served	Adults	109
		Dislocated Workers	136
		Older Youth	26
		Younger Youth	195
	Total Exiters	Adults	53
		Dislocated Workers	80
		Older Youth	11
		Younger Youth	123

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	79.6	
	Employers	66	79.6	
Entered Employment Rate	Adults	66	44.4	
	Dislocated Workers	67	68.8	
	Older Youth	63	0	
Retention Rate	Adults	80	89.8	
	Dislocated Workers	81	100	
	Older Youth	81	100	
	Younger Youth	40	40	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	4,312	
	Dislocated Workers	93	83.1	
	Older Youth (\$)	3,200	4,962	
Credential / Diploma Rate	Adults	45	39.3	
	Dislocated Workers	42	51.2	
	Older Youth	31	62.5	
	Younger Youth	40	26.7	
Skill Attainment Rate	Younger Youth	56	50.73	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	4	11

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: First Coast Workforce Development, Inc.	Total Participants Served	Adults	1,563
		Dislocated Workers	1,273
		Older Youth	141
		Younger Youth	652
	Total Exiters	Adults	870
		Dislocated Workers	684
		Older Youth	71
		Younger Youth	243

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69.5	75.1
	Employers	66.5	77.5
Entered Employment Rate	Adults	66	71.3
	Dislocated Workers	69.5	79.6
	Older Youth	67	63.4
Retention Rate	Adults	83.5	92.1
	Dislocated Workers	84.5	90.6
	Older Youth	82.5	81.4
	Younger Youth	45.5	65
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	5,529
	Dislocated Workers	94	94.1
	Older Youth (\$)	3,200	2,178
Credential / Diploma Rate	Adults	42	69.9
	Dislocated Workers	42	41.8
	Older Youth	31	51.6
	Younger Youth	56.5	70.6
Skill Attainment Rate	Younger Youth	55.4	80.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	3
		Exceeded	13

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Alachua/Bradford Jobs & Education Partnership	Total Participants Served	Adults	259
		Dislocated Workers	91
		Older Youth	18
		Younger Youth	279
	Total Exiters	Adults	105
		Dislocated Workers	33
		Older Youth	8
		Younger Youth	117

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	81.5	
	Employers	71	71.3	
Entered Employment Rate	Adults	66	85	
	Dislocated Workers	67	92	
	Older Youth	63	50	
Retention Rate	Adults	80	86.2	
	Dislocated Workers	81	91.3	
	Older Youth	81.5	100	
	Younger Youth	40	84.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	5,505	
	Dislocated Workers	93.5	121.7	
	Older Youth (\$)	3,100	18,431	
Credential / Diploma Rate	Adults	42	75.5	
	Dislocated Workers	42	64.3	
	Older Youth	31	50	
	Younger Youth	40	80	
Skill Attainment Rate	Younger Youth	63	79.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Citrus, Levy, Marion Regional Workforce Development Board	Total Participants Served	Adults	349
		Dislocated Workers	127
		Older Youth	108
		Younger Youth	411
	Total Exiters	Adults	120
		Dislocated Workers	42
		Older Youth	32
		Younger Youth	90

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	80.4	
	Employers	66	77.9	
Entered Employment Rate	Adults	65.5	71.4	
	Dislocated Workers	67	88.9	
	Older Youth	63	80	
Retention Rate	Adults	80	83.3	
	Dislocated Workers	81	90	
	Older Youth	81	80	
	Younger Youth	40	65	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	4,586	
	Dislocated Workers	94	96.9	
	Older Youth (\$)	3,100	3,447	
Credential / Diploma Rate	Adults	42	65	
	Dislocated Workers	42	84.1	
	Older Youth	31	50	
	Younger Youth	40	66.7	
Skill Attainment Rate	Younger Youth	57.2	83.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	16

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: WORKFORCE CENTRAL FLORIDA	Total Participants Served	Adults	892
		Dislocated Workers	1,315
		Older Youth	93
		Younger Youth	696
	Total Exiters	Adults	374
		Dislocated Workers	636
		Older Youth	62
		Younger Youth	555

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	71.8
	Employers	69	76.6
Entered Employment Rate	Adults	69.2	78.8
	Dislocated Workers	67	84.4
	Older Youth	63	66.7
Retention Rate	Adults	80	82.7
	Dislocated Workers	81	87.6
	Older Youth	82	100
	Younger Youth	40	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	2,527
	Dislocated Workers	94	90.6
	Older Youth (\$)	3,200	3,664
Credential / Diploma Rate	Adults	41	65
	Dislocated Workers	41	58.8
	Older Youth	31	33.3
	Younger Youth	40	64.5
Skill Attainment Rate	Younger Youth	63	84.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	15

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Development Board of Flagler and Volusia Counties, Inc.	Total Participants Served	Adults	840
		Dislocated Workers	607
		Older Youth	81
		Younger Youth	254
	Total Exiters	Adults	680
		Dislocated Workers	538
		Older Youth	67
		Younger Youth	221

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	73.3
	Employers	70	78.8
Entered Employment Rate	Adults	69	85.2
	Dislocated Workers	67	75.8
	Older Youth	53.6	55
Retention Rate	Adults	80	88.7
	Dislocated Workers	85.9	88.8
	Older Youth	81	81.5
	Younger Youth	40	54
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	1,606
	Dislocated Workers	95	80.6
	Older Youth (\$)	2,500	2,388
Credential / Diploma Rate	Adults	43	81.9
	Dislocated Workers	41	48.9
	Older Youth	31	44
	Younger Youth	42	13
Skill Attainment Rate	Younger Youth	60.8	76.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	3	12

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Brevard Workforce Development Board	Total Participants Served	Adults	355
		Dislocated Workers	372
		Older Youth	31
		Younger Youth	109
	Total Exiters	Adults	202
		Dislocated Workers	202
		Older Youth	27
		Younger Youth	90

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	69.8	
	Employers	66	83.5	
Entered Employment Rate	Adults	66	70.6	
	Dislocated Workers	67	78.8	
	Older Youth	63	65.8	
Retention Rate	Adults	80	85.6	
	Dislocated Workers	81	86.2	
	Older Youth	81	91.4	
	Younger Youth	40	48.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	3,530	
	Dislocated Workers	93.5	89.4	
	Older Youth (\$)	3,200	2,927	
Credential / Diploma Rate	Adults	41.5	36.8	
	Dislocated Workers	41.5	43.3	
	Older Youth	31.5	30.8	
	Younger Youth	37	46.2	
Skill Attainment Rate	Younger Youth	63	88.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	13

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: WorkNet Pinellas	Total Participants Served	Adults	522
		Dislocated Workers	1,316
		Older Youth	44
		Younger Youth	293
	Total Exiters	Adults	93
		Dislocated Workers	896
		Older Youth	30
		Younger Youth	120

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	68.2	
	Employers	67	72	
Entered Employment Rate	Adults	67	54.6	
	Dislocated Workers	67	85.8	
	Older Youth	49	52	
Retention Rate	Adults	81	84.1	
	Dislocated Workers	83.5	91.6	
	Older Youth	81.3	73.7	
	Younger Youth	41	56.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,571	
	Dislocated Workers	94	87.2	
	Older Youth (\$)	3,200	932	
Credential / Diploma Rate	Adults	42	17.9	
	Dislocated Workers	42	57.8	
	Older Youth	32	25	
	Younger Youth	40	31	
Skill Attainment Rate	Younger Youth	55.5	75.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	4	8

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Hillsborough County Workforce Board Inc.	Total Participants Served	Adults	640
		Dislocated Workers	1,335
		Older Youth	323
		Younger Youth	961
	Total Exiters	Adults	399
		Dislocated Workers	1,128
		Older Youth	198
		Younger Youth	499

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	74.2	
	Employers	66	78.8	
Entered Employment Rate	Adults	66	67.6	
	Dislocated Workers	67	85.6	
	Older Youth	63	60	
Retention Rate	Adults	80.1	76.1	
	Dislocated Workers	81	88.9	
	Older Youth	74	76.7	
	Younger Youth	40	54.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	3,231	
	Dislocated Workers	94	84.4	
	Older Youth (\$)	3,200	2,444	
Credential / Diploma Rate	Adults	42	39.8	
	Dislocated Workers	42	51	
	Older Youth	31	19	
	Younger Youth	40	36.1	
Skill Attainment Rate	Younger Youth	52	59.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Pasco-Hernando Jobs and Education Partnership Regional Board, Inc.	Total Participants Served	Adults	376
		Dislocated Workers	301
		Older Youth	41
		Younger Youth	263
	Total Exiters	Adults	281
		Dislocated Workers	204
		Older Youth	25
		Younger Youth	124

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68.3	72.3
	Employers	65.5	80
Entered Employment Rate	Adults	70.5	78.5
	Dislocated Workers	70	78
	Older Youth	66	100
Retention Rate	Adults	81	77.8
	Dislocated Workers	85	87.4
	Older Youth	81	66.7
	Younger Youth	40	69
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	6,204
	Dislocated Workers	93	95
	Older Youth (\$)	3,200	5,369
Credential / Diploma Rate	Adults	41.3	48.5
	Dislocated Workers	41.3	54.8
	Older Youth	31	28.6
	Younger Youth	45	11.4
Skill Attainment Rate	Younger Youth	63	72.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	13

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Polk County Workforce Development Board	Total Participants Served	Adults	978
		Dislocated Workers	382
		Older Youth	13
		Younger Youth	351
	Total Exiters	Adults	720
		Dislocated Workers	202
		Older Youth	9
		Younger Youth	213

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	77.9
	Employers	70	78.9
Entered Employment Rate	Adults	71	82.3
	Dislocated Workers	75	79.8
	Older Youth	70	50
Retention Rate	Adults	83	87.1
	Dislocated Workers	84	88.5
	Older Youth	82	100
	Younger Youth	41	54.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	4,662
	Dislocated Workers	95	88.7
	Older Youth (\$)	3,300	7,435
Credential / Diploma Rate	Adults	50	70.8
	Dislocated Workers	50	56.2
	Older Youth	32	62.5
	Younger Youth	40.6	47.8
Skill Attainment Rate	Younger Youth	55	97.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	1	15

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Suncoast Workforce Development Board, Inc.	Total Participants Served	Adults	247
		Dislocated Workers	179
		Older Youth	32
		Younger Youth	94
	Total Exiters	Adults	199
		Dislocated Workers	103
		Older Youth	28
		Younger Youth	39

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	78.5	
	Employers	66	76.6	
Entered Employment Rate	Adults	68	59.1	
	Dislocated Workers	78	72	
	Older Youth	73	100	
Retention Rate	Adults	80	87.5	
	Dislocated Workers	84	83.3	
	Older Youth	50	100	
	Younger Youth	42	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	798	
	Dislocated Workers	95	73.5	
	Older Youth (\$)	3,400	-763	
Credential / Diploma Rate	Adults	50	76.7	
	Dislocated Workers	50	48.9	
	Older Youth	31	62.5	
	Younger Youth	39	25	
Skill Attainment Rate	Younger Youth	45	68.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	4	9

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Heartland Workforce Investment Board Inc.	Total Participants Served	Adults	243
		Dislocated Workers	71
		Older Youth	12
		Younger Youth	315
	Total Exiters	Adults	184
		Dislocated Workers	31
		Older Youth	12
		Younger Youth	193

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	81.2
	Employers	69	76.8
Entered Employment Rate	Adults	70.5	69.1
	Dislocated Workers	75	81.3
	Older Youth	68	40
Retention Rate	Adults	80	89.7
	Dislocated Workers	90	84.6
	Older Youth	76	100
	Younger Youth	45	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	4,085
	Dislocated Workers	90	120.3
	Older Youth (\$)	3,600	5,223
Credential / Diploma Rate	Adults	45	59
	Dislocated Workers	40	72.7
	Older Youth	45	28.6
	Younger Youth	25	27.3
Skill Attainment Rate	Younger Youth	61	56.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	3	12

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Dev. Board of the Treasure Coast	Total Participants Served	Adults	945
		Dislocated Workers	666
		Older Youth	110
		Younger Youth	837
	Total Exiters	Adults	441
		Dislocated Workers	368
		Older Youth	63
		Younger Youth	454

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	78.7	
	Employers	71	77.7	
Entered Employment Rate	Adults	72.3	71.7	
	Dislocated Workers	67	78.7	
	Older Youth	65.7	70	
Retention Rate	Adults	83.9	83.8	
	Dislocated Workers	81.8	83.3	
	Older Youth	81	89.6	
	Younger Youth	40	53	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	3,004	
	Dislocated Workers	94	88.2	
	Older Youth (\$)	3,200	3,182	
Credential / Diploma Rate	Adults	42	65.6	
	Dislocated Workers	42	72.7	
	Older Youth	31	58.7	
	Younger Youth	40.6	30.6	
Skill Attainment Rate	Younger Youth	66	80.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	5	11

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Palm Beach County Workforce Development Board, Inc.	Total Participants Served	Adults	2,506
		Dislocated Workers	1,861
		Older Youth	266
		Younger Youth	903
	Total Exiters	Adults	877
		Dislocated Workers	629
		Older Youth	146
		Younger Youth	665

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78	71.5	
	Employers	75	77	
Entered Employment Rate	Adults	74	70.5	
	Dislocated Workers	85	79.3	
	Older Youth	64	70.9	
Retention Rate	Adults	80	83	
	Dislocated Workers	84	86.2	
	Older Youth	81	74.6	
	Younger Youth	45	66.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	1,873	
	Dislocated Workers	93	86.2	
	Older Youth (\$)	3,552	1,909	
Credential / Diploma Rate	Adults	41	59	
	Dislocated Workers	45	63.2	
	Older Youth	35	35.2	
	Younger Youth	37	31.9	
Skill Attainment Rate	Younger Youth	60	64.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Broward Workforce Development Board	Total Participants Served	Adults	815
		Dislocated Workers	1,564
		Older Youth	94
		Younger Youth	283
	Total Exiters	Adults	496
		Dislocated Workers	836
		Older Youth	56
		Younger Youth	102

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	79.7	
	Employers	70	78.9	
Entered Employment Rate	Adults	67.9	75.7	
	Dislocated Workers	66.5	76.6	
	Older Youth	63	74.6	
Retention Rate	Adults	80.7	83.6	
	Dislocated Workers	81	89.1	
	Older Youth	81	78.3	
	Younger Youth	40	69.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	3,414	
	Dislocated Workers	95	97.1	
	Older Youth (\$)	3,200	2,847	
Credential / Diploma Rate	Adults	42	54.5	
	Dislocated Workers	42	51.8	
	Older Youth	31	54.9	
	Younger Youth	40	40	
Skill Attainment Rate	Younger Youth	51	87.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	14

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Miami-Dade & Monroe County JEP	Total Participants Served	Adults	5,779
		Dislocated Workers	6,912
		Older Youth	1,493
		Younger Youth	4,519
	Total Exiters	Adults	4,500
		Dislocated Workers	4,862
		Older Youth	340
		Younger Youth	1,018

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	77.2	
	Employers	70	80.4	
Entered Employment Rate	Adults	60	63.4	
	Dislocated Workers	65	71.2	
	Older Youth	59.3	59.6	
Retention Rate	Adults	75	79.2	
	Dislocated Workers	79	86.1	
	Older Youth	77	79.3	
	Younger Youth	40	48	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,972	
	Dislocated Workers	94	92.6	
	Older Youth (\$)	3,200	3,082	
Credential / Diploma Rate	Adults	35	27.4	
	Dislocated Workers	35	30.3	
	Older Youth	30	9	
	Younger Youth	35	31	
Skill Attainment Rate	Younger Youth	63	55	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	6	9

WIA Annual Report Data

State Name: FL

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southwest Florida Workforce Development Board, Inc	Total Participants Served	Adults	295
		Dislocated Workers	288
		Older Youth	40
		Younger Youth	498
	Total Exiters	Adults	186
		Dislocated Workers	139
		Older Youth	28
		Younger Youth	304

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	69	79.4	
	Employers	66	78	
Entered Employment Rate	Adults	70	75.1	
	Dislocated Workers	71.5	77.2	
	Older Youth	68.8	52.4	
Retention Rate	Adults	83.5	82.2	
	Dislocated Workers	85	83	
	Older Youth	81	75	
	Younger Youth	41	45.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,550	2,693	
	Dislocated Workers	94	93.8	
	Older Youth (\$)	3,200	1,093	
Credential / Diploma Rate	Adults	42	58.6	
	Dislocated Workers	42	67.2	
	Older Youth	32	24.5	
	Younger Youth	41	40.6	
Skill Attainment Rate	Younger Youth	52	52.5	
Description of Other State Indicators of Performance				
53				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	5	8